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Supporting People After Remand or Conviction (SPARC): An Innovation in Pre-Custody Care

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ABSTRACT

Background: It is widely publicised that the journey through the Criminal Justice System is turbulent for many, characterised by family breakdown, poor health, increased risk of suicide and self-harm, and poor outcomes across a range of psychosocial factors including reoffending. Prisons have an opportunity to change the life course of large numbers of people, either for the better or for worse. In the UK, The Bradley Report (2009) presented an extensive plan to reduce reoffending and improve public health, by ending the 'revolving door' to custody for people in the CJS with mental health issues and learning disabilities. Part of the plan was to improve screening and the provision of support for prisoners entering custody to ensure the right services are available. The Supporting People After Remand or Conviction (SPARC) project was set up to meet these recommendations. Initially developed and implemented in Lincolnshire, UK, SPARC provides support to people sentenced or remanded by the courts, in their transition into prison custody. It operates as a service fully integrated into the court and prison delivery settings. SPARC aims to assist those coming into prison to achieve the basic stages of Maslow's Hierarchy of Need and to ensure the treatment of people with decency, kindness and fairness. SPARC supports the basic needs of men and women during their transition into and early days in prison custody on the basis that this provides them with a better opportunity to engage in their prison sentences, address their offending behaviour, and successfully reintegrate into the community and lead law-abiding lives.

Aim: To describe the SPARC model of intervention, provide an overview of the first two years of population data, and provide evidence of the positive impact of supporting men transitioning into prison custody from court.

Methods: Data from 1,093 SPARC Keep Safe Interviews were collected from 1st December 2013 to 30th November 2015 to provide information about the needs and characteristics of people entering custody from court. In a second phase, 289 surveys were completed by individuals during their prison sentence which included the Clinical Outcomes Routine Evaluation (CORE) to assess mental health and wellbeing. Participants who received the SPARC intervention were compared with those who had not. Finally, focus groups were completed with 11 men in prison who had been supported by the SPARC service. The model was evaluated using a mixed methods design.

Results: Results indicated that people entering prison custody from court have a diverse level of need across learning, language, physical health, mental health, and substance use and that much of this demonstrates an over-representation when compared with the general population. Men who had received the SPARC intervention displayed significantly higher levels of wellbeing as indicated by the CORE, than those who had not received the intervention. The focus groups indicated that the transition into prison custody was traumatic and turbulent, but that SPARC had both an immediate and long-term positive impact.

Conclusions: The SPARC service is an effective and sustainable way in which the specific needs of prisoners entering prison custody are assessed and addressed. The intervention lends itself to better engagement in sentence plans, improved functioning in prison, improved opportunity to address offending behaviour, and subsequent improved reintegration into the community. The model is in line with Nelson Mandela Rules and more recent prison approaches including rehabilitative culture, families as a 'Golden Thread' for rehabilitation, and health-promoting prisons.

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IN MEMORY OF

JAYNE MUMBY

NANNA IRENE

&

SENIOR CUSTODY OFFICER, PHIL TUPLIN

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Glossary of Key Terms and Abbreviations

ACCT	Assessment Care in Custody Teamwork; programme of support to people in prison who are perceived to be at increased risk of suicide and/or self-harm
APA	American Psychiatric Association
CJS	Criminal Justice System
CORE	Clinical Outcomes Routine Evaluation
COREQ	Consolidated Criteria for Reporting Qualitative Research
CRC	Community Rehabilitation Company; privatised part of probation
Crown Court	Cases must first appear in magistrates' court; capable of giving sentences of over 6 months (unlike magistrates' court)
DSM-IV	Diagnostic and Statistical Manual of Mental Disorders – Fourth Edition.
ESOL	English as a Secondary or Other Language
EssenCES	Essen Climate Evaluation Scale
FG	Focus Groups, abbreviation used in Chapter 5 whereby FG1 relates to focus group 1 conducted with vulnerable prisoners and FG2 is focus group 2, relating to main population prisoners
GLM	Good Lives Model
HMCTS	Her Majesty's Courts and Tribunal Service
HMIP	Her Majesty's Inspectorate of Prisons
HMP	Her Majesty's Prison
HMPPS	Her Majesty's Prison and Probation Service; executive agency of the MoJ responsible for the correctional services in England and Wales; previously NOMS
HCJC	House of Commons Justice Committee; a committee of the House of Commons that scrutinises policy, administration and spending
IMB	Independent Monitoring Board; statutory body that monitors the welfare of prisoners in the UK
KPIs	Key performance indicators
LAT	Lincolnshire Action Trust
Magistrates' Court	The first court on the criminal justice journey; able to sentence people to up to 6 months (or 12 months consecutively for separate offences).
Ministry of Justice, MoJ	Ministry of Justice; major government department in England and Wales, responsible for protecting and advancing the principles of justice
NOMS	National Offender Management Service; executive agency of the MoJ responsible for correctional services; no longer exists as is now referred to as HMPPS
OMiC	Offender Management in Custody
OMU	Offender Management Unit; prison department responsible for sentencing administration, monitoring of communication and link from the prison to external probation.
PPO	Prisons and Probation Ombudsman, responsible for independent deaths and complaints.
Remand	When a person is placed in prison but has not yet been sentenced
SPARC	Supporting People After Remand or Conviction
Transforming Rehabilitation	Government programme of reform in relation to the supervision and management of people with convictions
TSO	Third Sector Organisation

Chapter 1: The prison context in England and Wales

1.1 Introduction

At the end of 2015, the world prison population had reached approximately 11 million people, with an average imprisonment rate of 144 people per 100,000 (Walmsley, 2016). England and Wales have the highest imprisonment rate in Western Europe, with a rate above the worldwide average of 148 per 100,000 (Walmsley, 2016). In contrast, Scandinavian countries have much lower rates of imprisonment. For example, Norway's rate is exactly half the rate for England and Wales (74 per 100,000) and Sweden's rate is just 53 per 100,000 (Walmsley, 2016). The total prison population for England and Wales as of the end of December 2017 was 84,399 people housed in 118 prisons (Ministry of Justice [MoJ], 2018a). In 2017, 140,687 people were sent to prison in England and Wales (MoJ, 2018b) and more than three times as many people were sentenced to 10 years or more in 2017 than in 2007 (Prison Reform Trust [PRT], 2018). In addition, the average prison sentence for indictable offences is 57 months, compared to 32 months 10 years ago (PRT, 2018a). The cost to keep one person in prison for a year is calculated at £37,543 (MoJ, 2018c)

Prisons are important institutions in England and Wales. Bierie and Mann (2017) described prisons as "the quintessential government institution, with almost complete control over the lives of people compelled to spend time in them" (p478). They argue that, depending on how they are run, and what opportunities they provide, prisons

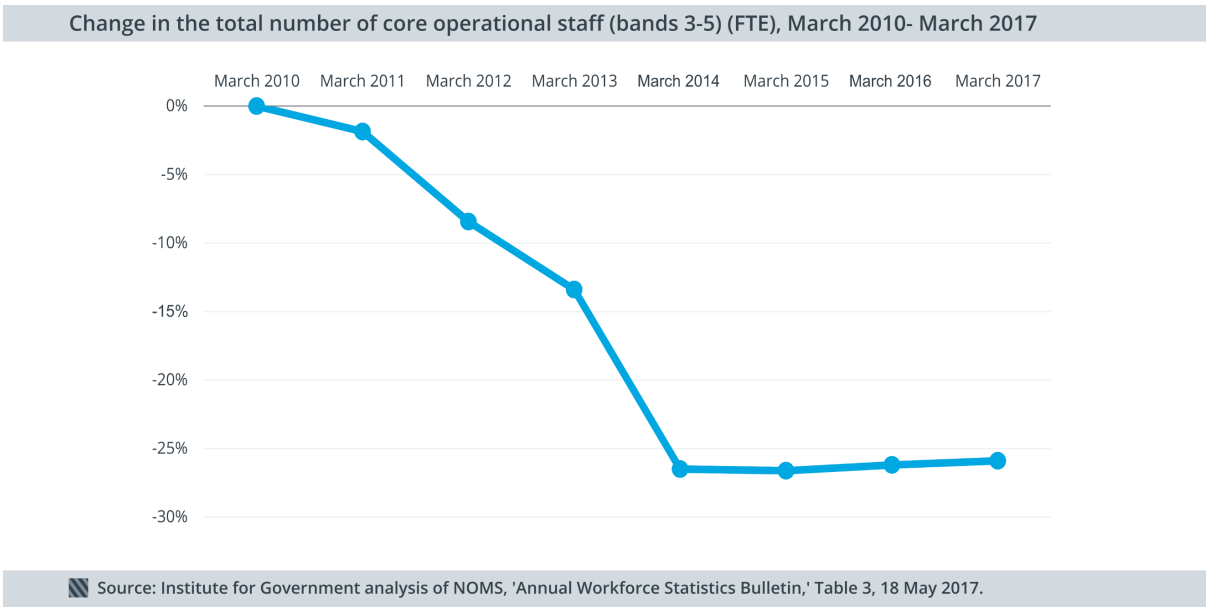
have huge potential to change the life course of large numbers of people, either for better or for worse. Furthermore, Baybutt, Acin, Hayton and Dooris (2014) argue that prison is sometimes the only opportunity for an ordered approach to assessing and addressing the health needs of prisoners who have led chaotic lifestyles prior to imprisonment. However, prisons are also incredibly complex environments, not least due to the numbers of staff and people detained but also due to the complex demands of housing, safety, food provisions, health services, and communicating with transient and diverse populations (Bierie & Mann, 2017).

Many people in prison suffer multiple disadvantages and are considered highly vulnerable, presenting with complex needs. For example, they have been shown to have higher levels of secondary school incompletion and lower levels of literacy (Petersilia, 2003). There is also a health disparity between people in prison and the general population which has been attributed to behavioural and socioeconomic factors, including high rates of intravenous drug use which increases the risk of infectious diseases; alcohol use; and smoking; all of these behaviours subsequently raise the risk of physical issues such as cardiovascular disease and cancer (Fazel & Baillargeon, 2011). Mental health issues including depression, psychosis, and personality disorder are more prevalent within prison populations than the general population (Fazel & Danesh, 2002). Many people in prison may have also suffered exploitation, neglect, abuse, and trauma in their histories (Bierie & Mann, 2017).

However, prison can provide a public health opportunity to screen and treat a marginalised and vulnerable group of people (Glaser & Greifinger, 1993).

Despite these ideas that prisons can be places of opportunity to change behaviour, offending, and health trajectories, it is widely publicised that prisons are, overall, not producing positive outcomes. The prison population in England and Wales has risen by 77% in the past 30 years (Prison Reform Trust, 2018). This has contributed to overcrowding, with prisons being overcrowded every year since 1994 (Home Office, 1999; MoJ, 2016a). It is estimated that nearly 21,000 people were held in overcrowded prison accommodation in 2016-2017 (Prison Reform Trust, 2018). Overcrowding contributes to a lack of staff, activities and resources available to support rehabilitation, and can also increase the number of people held in prisons further away from their families and support networks. These challenges are within a system that has had its budget cut by nearly a quarter since 2010-2011 (National Offender Management Service [NOMS], 2016) which has resulted in far fewer staff looking after more people. Specifically, the number of operational staff employed in the public prison estate has decreased by 26% in seven years (MoJ, 2017a). In addition, Her Majesty's Inspectorate of Prisons (HMIP, 2014a) reported that some prison staff have low expectations of people in prison and do not appear to believe they could change. This is further exacerbated by high numbers of inexperienced prison staff within establishments following the resignation of many experienced staff, retention issues,

and recent recruitment drives by Her Majesty's Prison and Probation Service (HMPPS; Lilly, 2017). Figure 1.1 below depicts the overall decrease in prison staff since 2010.

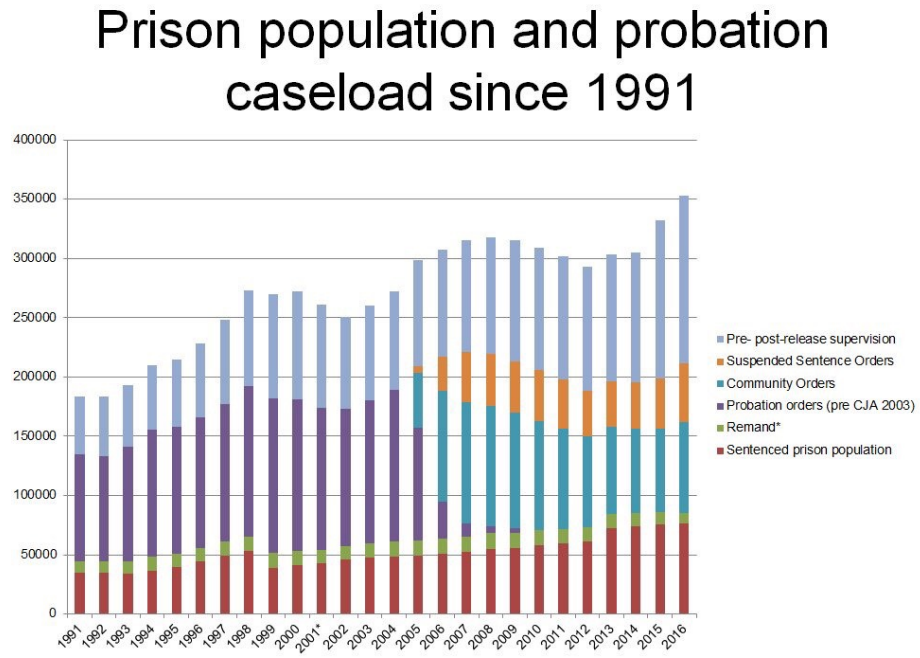


Source: Lilly, 2017.

Figure 1.1 Change in prison staff numbers since 2010.

The overall increases in prison population outlined at the beginning of this chapter can be partially attributed to increasing numbers of people within the Criminal Justice System (CJS) as shown by Figure 1.2 below. However, the increased number of people on post-sentence supervision, also depicted within Figure 1.2, places more pressure on the prison system because of the risk of recall to prison during this time. As a result of the changes brought in through the Offender Rehabilitation Act (2014), anyone serving a sentence of one day or more in prison is now required to serve a minimum of 12 months on probation or Community Rehabilitation Company (CRC) supervision. CRCs are private sector suppliers of probation services and are responsible for the supervision of low and medium risk individuals (Foster & Hutton, 2018). The post-

sentence supervision period is the period from the end of the sentence licence period up to the point in time when someone reaches 12 months post-release. A person can be sent back to prison both while they are on licence, and while they are at the post-sentence supervision stage. Nearly 8,000 people were recalled during their licence and supervision periods in 2016 (PRT, 2017a). People are recalled to prison if they breach the conditions of their licence or supervision, indicating an increased risk of serious harm to the community and/or an increased risk of reoffending (Howard, Travers, Wakeling, Webster & Mann, 2018). The increase in recalls has also been a contributory factor to the overall increase to the prison population in England and Wales.



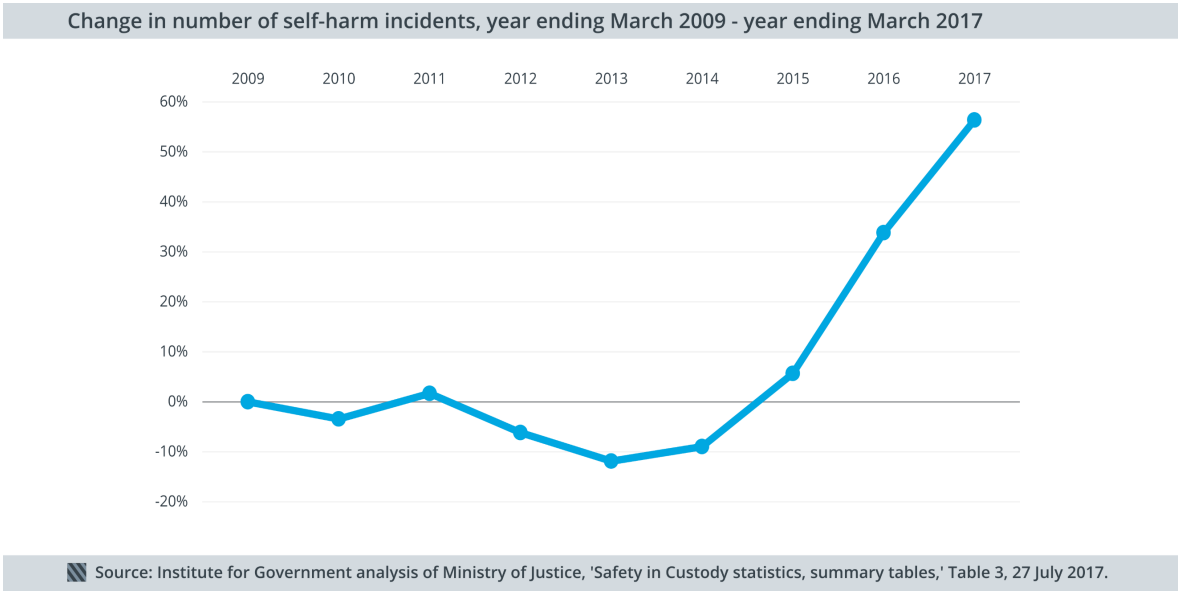
Source: Phillips, 2018.

Figure 1.2 Prison population and probation case load since 1991

Furthermore, imprisonment often does not reduce offending and some research has shown that it is linked to increased reoffending (Killias & Villetaz, 2008). The reasons for this are complex and reoffending after prison has been associated with early childhood adversity, shorter sentences, increased punishments in prison, substance use, unstable accommodation and a lack of employment (Brunton-Smith & Hopkins, 2013). The proven reoffending rates for England and Wales are high. Forty-three percent of adults are reconvicted within 1 year of release from prison, and for those sentenced to less than 12 months, this rate increases to 58% (MoJ, 2017b). There also appears to be a prevalence of short sentences which provide limited scope for active interventions to reduce recidivism. For example, Trebilcock (2011) highlighted that every year 60,000 adults receive a short sentence of less than 12 months and that people within this group reported a lack of access to offending behaviour programmes and education, and expressed frustration that they left prison in a similar situation to when they arrived.

In addition to the issues of increasing populations, overcrowding and reoffending, prisons are not fundamentally deemed safe places to be, with safety deteriorating rapidly in the 6 years to 2017 (PRT, 2017a). The MoJ's own safety in custody statistics state that 316 people died in the year to June 2017 which was the highest on record and almost one third were reported as self-inflicted deaths (MoJ, 2017c). Rates of self-harm also reached a record high with 40,414 incidents in the same reporting period, an equivalent of 474 incidents per 1,000 people imprisoned (MoJ, 2017c). In the 12

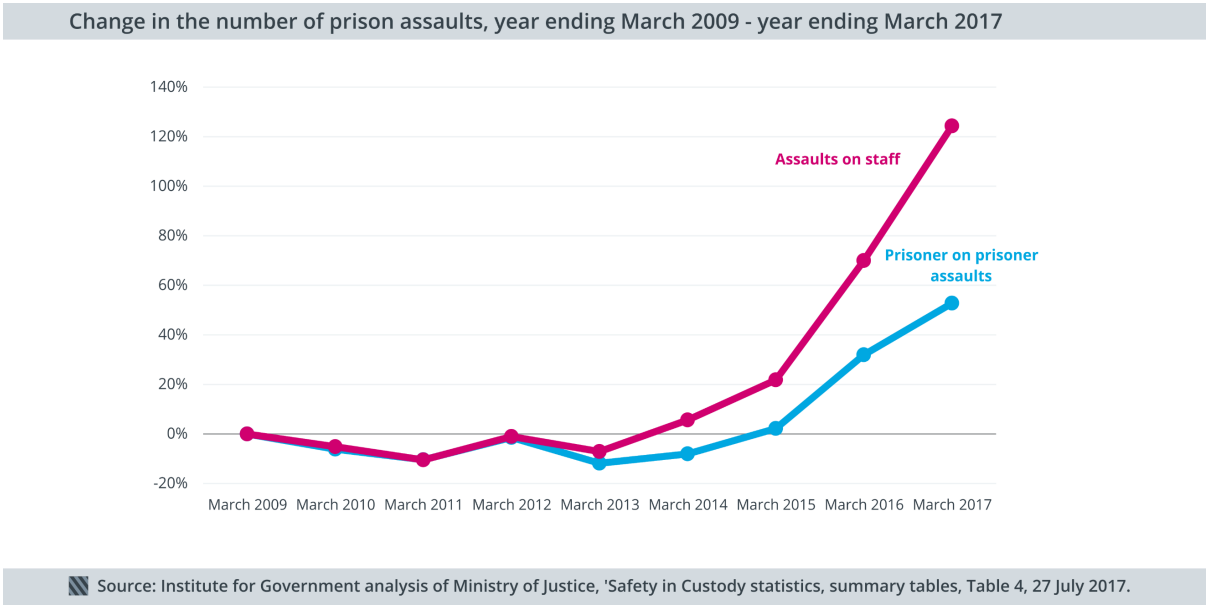
months to March 2018, this increased to 549 self-harm incidents per 1,000 prisoners; an average of 128 incidents each day (MoJ, 2018d). Since 2009, the number of self-harm incidents has increased by 56% (Lilly, 2017). The increase in self-harm incidents is depicted in Figure 1.3 below.



Source: Lilly, 2017

Figure 1.3 Increase in self-harm incidents since 2009

In addition, the prevalence of assaults has also increased. In 2007, the number of assaults per 100 people in prison was just under 20, by 2016, it had increased to over 40 (PRT, 2017a). In the 12 months to June 2018, there were 3,926 assaults and 5 murders (MoJ, 2018d). Overall, assaults on staff have increased by over 120% since 2009, while assaults on prisoners have increased by over 50% since 2009 (Lilly, 2017). The increase in assaults is shown in Figure 1.4 below. Safety is clearly a significant concern in prison populations.



Source: Lilly, 2017

Figure 1.4 Increase in assaults on staff and prisoners since 2009

In prisons, there are also sub-groups of people who are even more vulnerable than the overall prison population. For example, women account for a disproportionate number of self-harm incidents (MoJ, 2017c). This is significant given that the population of females imprisoned has doubled since 1993 with 3,994 women in prison in England and Wales as of 16th June 2017 (PRT, 2017a). Furthermore 53% of women reported emotional, physical or sexual abuse as a child compared to 27% of men (Williams, Papadopolou & Booth, 2012). People on remand are also considered to be more vulnerable. For example, over a quarter of self-inflicted deaths in 2016 were within this group but they make up just 11% of the prison population (PRT, 2017a). People with learning disabilities are over-represented in the CJS at a rate of 7%, compared to just 2% of the general population (NHS England, 2016). A majority of this group (80%) report having problems reading prison information and difficulties

expressing themselves, and are more likely to have been in trouble than other people whilst in prison (Talbot, 2008).

In addition to the vulnerabilities evidenced in prison populations in general, with increased vulnerabilities in some sub-groups, there are also time periods during the journey made by individuals through the CJS in which they are more vulnerable. The early days in custody are frequently cited as being particularly problematic (e.g. Prisons and Probation Ombudsman [PPO], 2015, 2016a). The PPO is responsible for investigating deaths, incidents and complaints in custody. Their 2014-2015 annual report acknowledged that the first days in custody are often a difficult time for people in prison and that new arrivals are over-represented with regard to statistics on self-inflicted deaths with 66 deaths per 100,000, compared to 12 deaths per 100,000 in the general prison population. They also reported that they remain concerned about the number of people in prison who kill themselves shortly after arriving in custody (PPO, 2015). They report that nearly a third of self-inflicted deaths in custody occurred within the first 30 days and of these, half were in the first week (PPO, 2016a).

Despite prisons being a potential opportunity for change, the information presented within this chapter indicates an overall bleak picture of the prison system in England and Wales with high populations, low staff resources, ineffectiveness at reducing offending, high levels of suicide, self-harm and violence, and increased vulnerabilities in specific groups of people in prison and during the early days in custody. However,

it is unlikely that all these vulnerabilities arise just on entry into prison custody. Upon prison reception, each person has already been on a journey through the CJS and therefore it is worth spending some time examining this journey to investigate what 'imported vulnerabilities' may exist on arrival. Liebling, Tait, Durie, Stiles & Harvey (2005) described imported vulnerability as the characteristics of people entering prison which tend to increase their stress levels, whereby such instabilities render individuals sensitive to isolation, inactivity, frustration and lack of safety.

1.2 The Criminal Justice Journey and Imported Vulnerability

1.2.1 Offence-related trauma

A person's journey to prison begins with the commission of their offence(s). It is important to note that the people who have committed offences may experience trauma directly resulting from offence commission. For example, MacNair (2002, p1) reported evidence of 'perpetration-induced trauma' as a direct result of carrying out an act of killing or violence. Papanastassiou, Waldron, Boyle and Chesterman (2004) concluded that more than half of the individuals they studied who had committed homicide experienced symptoms of trauma. Crisford, Dare and Evangeli (2008) found that feelings of guilt and shame (resulting from offending) may also impede mental health issues. The prompt identification of offence-related trauma is paramount for long term recovery and outcomes in prisons (Grey, Carman, Rogers, MacCulloch, Hayward & Snowden, 2003).

1.2.2 Police Detention

Following offence commission and subsequent arrest, the next stage in a person's journey through the CJS is police custody. There has been an emergence of research into the needs of people detained in police cells, usually derived from health screening designed to identify and support vulnerable people in police custody (Rekrut-Lapa & Lapa, 2014). For example, Forrester, Samele, Slade, Craig and Valmaggia (2016) reported that 60% of people interviewed by a health professional in police custody reported a history of alcohol or drug use with 42% having used substances in the 24-hour period prior to arrest, but less than 20% were known to substance use services. Thirty-five percent of the same sample reported previous suicide attempts, with 13% reporting current suicidal ideation, and 33% had a history of self-harm. Sixty-seven perent were identified as having mental health problems, including psychotic illnesses, affective disorders, personality disorders and post-traumatic stress disorder. A range of prevalent physical health issues including injury, epilepsy, diabetes, deep vein thrombosis and heart disease have also been identified in people detained at police custody (McKinnon & Grubin, 2010). Scott, McGilloway and Donnelly (2016) highlighted that almost 10% of people interviewed in police custody had a possible or definite learning disability. Therefore, this previous research suggests there is already a high level of vulnerability and complex need identifiable from a person's time in police custody. From the police station, if charged, a person is either bailed to appear at court at a later date or remanded in police custody to be taken directly to the court custody suite.

1.2.3 Courts

In their report into court custody, HMIP (2015a) acknowledged that anyone can end up in court, including those who are later found guilty or innocent; those who are a threat to the safety of others, or a threat to themselves; and those who are healthy and those experiencing a range of health issues. However, they also found that at most courts, staff failed to provide any information to people detained about their rights and many had long delays between sentencing or remand and transfer to prison, likely to increase levels of frustration and anxiety (HMIP, 2015a). In addition, by the time someone has appeared in court, they can be experiencing a level of distress or frustration caused by the courts system. The Criminal Justice Alliance (CJA; Jacobson, Hunter & Kirby, 2015) reported that the difficulties faced by defendants (and victims and witnesses) at court extend far beyond definable vulnerabilities, and that anyone appearing in court can find the process terrifying, humiliating and frustrating. They described how many cases deal with extremes of behaviour and emotion, and the most intimate and sordid details of personal lives are elaborately and publicly recounted. In addition, they noted that people appearing in court charged with an offence are often largely passive and disengaged from the process which means that some do not even hear what sentence they are given. Some individuals in court also have very low levels of literacy, not conducive to the technical language often used by the courts. The CJA defined these conditions as 'Structured Mayhem' (p2).

In 2009, Lord Bradley's landmark review of custodial experiences highlighted a lack of research into the prevalence of learning disability and mental health problems in the court system. Shaw, Creed, Price, Huxley and Tomenson (1999) provided one study, limited to people aged over 21 years, which indicated that 7% of people held in custody overnight to appear at court had a serious psychiatric disorder. Due to the lack of research in this area, Bradley (2009) made a direct recommendation that further investigation should be conducted to get an accurate depiction of the prevalence of learning disabilities and mental health issues in UK courts. However, no such research either in policy documentation or in academic literature could be identified, despite the recommendation being 10 years old.

Bradley (2009) also highlighted concerns about the lack of continuity of care through criminal justice pathways. As a result, he made a further recommendation for the provision of increased support in court custody cells to people with mental health issues and learning disabilities. HMIP (2015a) also suggested that vulnerable detainees in court custody suites would benefit from an assessment of their needs and some support, and that healthcare support in court custody should be included in commissioning arrangements. As a result of Bradley's (2009) recommendations, the NHS has been working with the MoJ to embed Liaison and Diversion Services in magistrates' courts and police cells, with the aim of identifying those individuals who are vulnerable as a result of their health needs, and who may be more suited to non-custodial interventions. However, mobilisation of these services has been slow (still

not all areas have liaison and diversion services, although the aim was to have 83% of areas having access to services by April 2018) and the service is specific to those identified as vulnerable due to health or substance use (rather than routinely offered to all attending court custody; NHS England, 2018). In addition, the Liaison and Diversion Services only offer support up to the point of sentencing. There is no ongoing care when someone leaves the court, regardless of the outcome, which could include no further action, a community order, placed on probation or sent to prison (NHS England, 2018)

The information presented within this section demonstrates some of the many challenges faced by individuals moving through the CJS prior to their entry into prison. The information presented is indicative of imported vulnerabilities. The following section discusses the additional challenges faced by people on arrival into custody.

1.2.4 The Practical and Psychological Impact of Transitioning to Prison Custody

Between July and September 2014, 26,000 people entered prison for the first time, after being remanded or sentenced to custody (MoJ, 2015). Arrival at prison can be daunting, even for those who have been before, and those entering for the first time are likely to be distressed and fearful (HMIP, 2013).

People who have just arrived at prison report worries in numerous areas, including family, housing, money, visits, tobacco, childcare, drugs and alcohol (Jacobson, Edgar & Loucks, 2008). Crewe (2011) reported that standards of behaviour in prison are ambiguous and prisoners do not know what is expected of them which can impact on psychological adjustment and, therefore, initial behaviour. HMIP (2014) noted that new arrivals rely on staff and other people in prison for accurate and consistent information about the prison regime, the language used in prisons, the navigation of procedures to help them feel safe, and to maintain a sense of wellbeing. Furthermore, they reported that just 4% of people received any information to structure their expectations prior to arrival.

There is some support available to people on arrival at prison. For example, all arrivals are screened by healthcare for any immediate vulnerabilities, an officer interviews each person and completes an initial 'cell sharing risk assessment' and they can access

support from Peer Supporters (called 'Insiders') and/or 'Listeners', trained by Samaritans (HMIP, 2016). In addition, those people considered to be at an increased risk of suicide or self-harm are supported through the Assessment and Care in Custody Teamwork (ACCT) process, a co-ordinated process of support through regular contact, action planning and reviews (Sedenu, 2005). However, while Peer Support has been shown to be effective (HMIP, 2016), there have been difficulties reported in healthcare accessing information about people arriving at prison, reports of staff not giving clear and accurate information, and staff not undertaking thorough first night interviews which meant that new arrivals were insufficiently assessed for the risks posed to themselves and others (HMIP, 2015b). Furthermore, only 75% of first-time prisoners felt safe on their first night (HMIP, 2015b). Jacobson et al. (2008) reported instances of women in prison being driven to despair due to a simple lack of information and provided the example of women expressing feelings of desperation just because they had not been told how to make a phone call.

Alongside work to highlight the practical issues resulting from entry into prison custody, several theories have been developed to explain the negative impact of this transition. Two of these will now be discussed.

1.2.5 Deprivation Theory

In 1996, the World Health Organisation described people in prison as deprived of basic human rights and needs, and prisons as causing physical, mental and social harm (WHO, 1996). Prison environments can adversely affect the social and emotional wellbeing, and treatment outcomes for the people detained within them (Maxwell, Day & Casey, 2013). Deprivation theory argues that when people are placed in an environment that denies them access to satisfying certain needs, they may violate rules in order to try to seek alternative ways to satisfy that behaviour (Clemmer, 1940, cited in Huey-Dye, 2010). Sykes (1958, p1) developed this idea to encapsulate the 'pains of imprisonment'. He acknowledged that although prisons had moved away from physical torture of people detained within them, the psychological pains of being confined such as the loss of liberty, the deprivation of autonomy and the frustration of sexual desire could be just as damaging as physical mistreatment (Sykes, 1958, cited in Crewe, 2011). Although this theory has lessened in gravitas since its proposal because prisoners have far more rights and prison is more rehabilitative and less punitive, there is still some scope for it to be relevant today. Crewe (2011) described pains of uncertainty and indeterminacy (prisons are less strict but the people in them are more uncertain about where they stand); the pains of psychological assessment (constantly thinking about everything that is said so that it does not go against them in the future); and the pains of self-government (finding the balance between correct behaviour through autonomy and overcoming the risk of getting it wrong). Rochelau (2013) empiricised the pains of imprisonment hypothesis and found

that people in prison who found it particularly difficult to deal with boredom had increased concerns for their safety, engaged in conflicts with staff, and were more at risk of serious misconduct and violence.

1.2.6 General Strain Theory

General Strain Theory (Agnew, 1992) proposes that when people are presented with stressful or 'strainful' events (such as imprisonment), an array of emotions erupt which can spark poor behaviour. There are three proposed conditions under which strain occurs:

1) the failure to achieve positively valued goals
2) the removal, or threat of removal, of a positively valued facet that a person already possesses (such as the separation from family through imprisonment).
3) the presentation of negatively valued stimuli such as abuse.

Agnew argued that the response to these strains, especially when a person exhibits low levels of social control, and the cost of committing a crime is perceived to be low, may be instrumental (getting back what is lost), retaliatory (striking out against the perceived cause of the stress) or escapist (such as engaging in substance use to alleviate negative feelings).

Strain upon arrival to prison could also be reflective of the 'uprootedness' experienced by the transition. Uprootedness is a traumatic stress reaction to the destruction of all parts of an individual's emotional ecosystem which interrupts personal identity and

place attachment, negatively impacting on a person's health and well-being (Weil, 1952; Fullilove, 2004). Uprootedness is experienced when people move houses or neighbourhoods (Asad-Poor & Jusan, 2012) and therefore it seems entirely plausible that this process also occurs during transfer from the community to prison.

Strain theory has also been indicated in prisoner misconduct. For example, Morris, Carriaga, Diamond, Piquero and Piquero (2012) found that prison strain, indicated by environmental strain through the prevalence of gangs, the prevalence of high security nominals and the unit's maximum capacity, the age of the prison and the number of repeat incarcerations, was positively associated with violent misconduct. Furthermore, Listwan, Sullivan, Agnew, Cullen and Colvin (2011) found that participants who perceived the prison environment to be fearful, threatening and violent displayed increased levels of recidivism.

It is clear that, in addition to imported vulnerabilities, people struggle with practical issues and psychological effects on their arrival into prison. These challenges can contribute to increased risks, especially during the early days in custody. However, it is not just the person who enters prison custody who experiences negative effects, families and significant others may also experience this as will now be discussed.

1.2.7 The Impact of Prison on Family Ties

Families can be a particular source of concern to people transitioning into prison custody. A failure to maintain family relationships can lead to increased emotional instability during imprisonment and limited social ties for release (Adams, 1992; Cochran, 2012). This may manifest in further negative behaviours inside prison such as violence and general misconduct (Burnett & Maruna, 2004).

Conversely, familial attachments and contact during prison sentences have been reported as crucial for helping people in custody cope with the pressures of prison life, such as the feelings of isolation associated with imprisonment (Agnew, 1992); can contribute towards decreased misconduct whilst in prison (Maruna, 2001); and provide support and hope for release (e.g. Agnew, 1992; Rocque, Bierie, Posick & MacKenzie, 2013). Family ties provide a sense of belonging, security and happiness (De Las Casas, Fradd, Heady & Paterson, 2011). Desistance literature also reports that there is a vital role in family bonds for reducing reoffending (Sampson & Laub, 1993). More specifically, men who maintained contact with their children during imprisonment, demonstrated improved resettlement outcomes (Visher, 2011). Prisoners who improved their family relationships during their sentence resulted in lower levels of reoffending, higher levels of employment and lower levels of drug use on release than those who did not improve relationships (Brunton-Smith & McCarthy, 2016). Identifying opportunities to maintain and strengthen family relationships while

a person is incarcerated may, therefore, have a significant contribution to improving safety in prisons, limiting reoffending and aiding resettlement.

Families themselves also suffer as a result of imprisonment. Families must cope with practical, financial and emotional consequences which can have a further impact on relationships (Mumby, 2017). Loss of income, isolation, relationship deterioration and extra childcare commitments can increase the sense of loss and hopelessness experienced by families (Codd, 2007; Loucks, 2005; Murray, 2005). Loss of income is exacerbated by increased expenditure on visits, telephone calls and sending money to imprisoned relatives (Braman & Wood, 2003). Over two thirds of families report a negative impact, resulting from imprisonment, in relation to physical health, mental health and finances; over one third reported a negative impact on their own work or training; and half reported a negative impact on their children (Mumby, 2017). Furthermore, it is estimated that 160,000 children in the UK are affected by parental imprisonment (Cabinet Office, 2007) and they can suffer a range of problems during the incarceration period including depression, aggression, eating problems, sleep problems and school related issues (Boswell, Wedge & Paylor, 2002). However, increasing family contact is thought to moderate these effects. For example, maintaining family ties during custody has been found to increase the resilience of children (Gamezy & Rutter, 1983).

Maintaining and improving family ties while a person is imprisoned can have a significant impact on both the prisoner and their family regarding increasing safety, improving resettlement, reducing the effects on the family and ultimately decreasing recidivism (Farmer, 2017). Despite this, prisoners have limited means to keep in contact with their families. They can receive visits, but this process is often fraught with challenges for those visiting such as distance to travel to the prison, employment commitments, poor staff attitudes and difficulties in accessing information (Codd, 2007). They can send and receive letters by post or e-mail, if they are sufficiently literate. They can make phone calls, but these are limited to certain times of the day when prisoners are allowed outside their cells, often resulting in queues for the limited number of phones available. The majority have no legitimate access to mobile telecommunications and information technology that dominates personal communication in the community (PPO, 2014). Family and friends are unable to make telephone calls to the person imprisoned. The PPO has called upon all prisons to support family ties while still ensuring security and public protection (PPO, 2014). In 2017, Lord Michael Farmer's landmark review stressed the importance of strengthening prisoners' family ties to prevent reoffending and reduce intergenerational crime, and argued that work to maintain family ties must form a 'golden thread' in prison reforms (Farmer, 2017, p4).

1.3 Summary

Prisons are facing a challenging time and change and innovation is required to support people detained in custody, their families and the staff working in custodial settings. The prison population is increasing, exacerbated by short sentences, recalls and high rates of reoffending. Prisons provide opportunities to change but they are being asked to do more, with less resource, to support some of society's most vulnerable people. People detained exhibit imported vulnerabilities which are further exacerbated due to the strain and deprivation placed upon them by entering prison. Practical worries are impeded by a reduction in social capital and, once inside prison, men and women are exposed to increasing levels of violence, self-harm and suicide.

Proposed interventions, therefore, need to work within the confines of limited resources to support people more effectively in court, support the early days in custody, including pre-entry; have the ability to facilitate support to people serving short (as well as longer) sentences, offer support to maintain family ties; address the practical difficulties arising from imprisonment; and mitigate the psychological impact of the strain and deprivation of imprisonment. In order to overcome these challenges, this PhD proposed a model to offer specific needs-led support to people at the point of transition into prison custody. The PhD also aimed to further investigate the challenges and needs of people at the point of transition into custody. This was done using an innovative model of care and support, Supporting People After Remand or

Conviction (SPARC), offered at the point of transition into prison custody. Chapter 2 will describe this model in detail, along with its theoretical background before providing an initial exploration of data collected through SPARC. Chapter 3 will provide a more in-depth exploration of the needs of people entering prison custody, with a focus on specific vulnerable groups of people. Chapters 4 and 5 provide an initial evaluation of the impact of SPARC while Chapter 6 provides an overall discussion of the findings and implications from the research.

1.4 Research questions

The aim of this PhD was to investigate, using the SPARC model, the needs of people detained in court cells, and to explore the use of SPARC as a potential model to help overcome some of the challenges faced in prisons, by offering improved support to people during their transition to custody, including an evaluation of the model's impact. The following research questions were therefore identified:

1) What are the physical and psychological needs of people detained in court?
2) What are the needs of specific vulnerable groups of people in detained in court?
3) What is the impact of supporting people during their transition from court to prison through the SPARC model?

Based on the information presented, it was anticipated that the needs of people detained within the courts would be complex and that specific vulnerable groups

would be identified. Furthermore, it was hypothesised that SPARC would have a positive impact on individuals who receive the intervention compared to those who do not.

The research presented in this PhD is an original contribution to the existing field of academic research in the following ways:

1) It provides an analysis of need of people in court custody, currently lacking in existing literature (Bradley, 2009).
2) It provides an evaluation of a new intervention model. Although the model itself has been introduced in the public domain (Mumby, 2015, 2016), there had been no previous evaluation of its impact.
3) It provides evidence of the benefit of supporting people across the transition in to prison custody from court custody embedded within a theoretical background. To date, the focus in the literature within this area has been on the difficulties experienced (e.g. Crewe, 2011) rather than potential mediators/solutions to the challenges induced by this transition.

1.5 Terminology

Throughout this PhD, the decision was made to avoid the use of the phrases 'offender' or 'ex-offender', where possible. This was sometimes unavoidable when referencing specific legislation, for example. Increasingly organisations have recognised that the word 'offender', and even 'ex-offender', could be perceived as labelling, stigmatising and offensive, causing unnecessary distress to those labelled as such and their families (Ryder, 2013). The phrases could be viewed as permanent labels based purely on the worst things someone has done and it is argued that they focus people away from the future, in a 'tragic cycle' which inhibits individuals from moving forward (Ryder, 2013, p1).

As a result, many organisations have moved away from the term offender. Advocates of the change argue that language has a powerful effect on behaviour, and it can inhibit or facilitate rehabilitation and reintegration. The National Strategy for Crime and Justice (Scottish Government, 2016) states that defining people as offenders for the rest of their lives does not help to change their behaviours or shift attitudes within the wider society. Advocates in the USA have said that the phrase 'offender' just reinforces stereotypes (Lee, 2016). Examples of organisations who have changed their language include:

1) The Scottish Government - uses 'person with convictions' or 'person with offending history'.

2) Unlock (A charity that supports people with convictions) – use 'people with convictions'
3) Some prisons – use 'men in our care', 'men', 'women' or 'residents'
4) Prison Advice and Care Trust – use 'prisoner' while in prison then clients thereafter
5) Washington State Department of Corrections – use 'individuals'.
6) Virgin – 'people with convictions'.
7) Community Rehabilitation Companies – use the phrase 'Case Manager' rather than 'Offender Manager'.
8) The American Psychological Association (APA, 2019) – in their 7th edition Publication Manual, advocate the use of person first language.

There are, of course, other perspectives in this debate. For example, some say that reaching the term 'ex-offender' is an achievement and a positive identity and that many people do not mind being described as such. Others say that getting rid of the phrase 'offender' could be offensive to the victims of crime and does not encourage people who have committed offences to take responsibility. People in prison discuss being OK with the phrase 'prisoner' because it is temporary, applying to them only while they are in custody (Hickman, 2015). Most of the evidence is anecdotal on both sides of the argument; there appears to be no empirical evidence to support the debate at present. Washington State Department of Corrections noted that there are many

systems that use the phrase ‘offender’ and changing all systems would take time, but their stance was that they had to start somewhere (Lee, 2016).

Chapter 2: The SPARC Model and an investigation into the needs of people entering prison custody from court

2.1 Introduction

Despite prisons offering opportunities for the life course of people with convictions to be altered for the better, Chapter 1 described the context of prisons in England and Wales as challenging and often dangerous. Prisons are characterised by high levels of suicide, self-harm and violence, with decreased resources and increasing populations. The challenges of prison are part of a journey through the CJS made by many people, each with their own vulnerabilities. The journey through the CJS from offence, through police and courts, and into prison is often turbulent. Chapter 2 will outline the Supporting People After Remand or Conviction (SPARC) model which aims to mitigate some of these challenges through supporting people during their transition from court into prison. It will then describe and provide an exploratory analysis of the data collected through the delivery of the SPARC service regarding the needs of people at the specific point of entry into prison.

2.1.1 The research context: HMP Lincoln, Lincolnshire Action Trust and SPARC

It is against the backdrop of the lack of information and support in courts, and the challenges faced by men and women in prisons, particularly in the early days of custody that SPARC emerged. SPARC is a joint initiative, originally the idea of Peter Wright, Governing Governor of HMP Lincoln at the time, developed and implemented by HMP Lincoln and Lincolnshire Action Trust (LAT). Governor Wright proposed the SPARC concept in response to the challenges highlighted by The Bradley Report (Bradley, 2009) and in the absence of any other Liaison and Diversion Services in Lincolnshire.

HMP Lincoln is a category B, male prison, located in the City of Lincoln in the rural county of Lincolnshire. It is a local prison, receiving men from courts who are remanded, convicted but unsentenced, or convicted and sentenced. In addition to receiving men from courts in Lincolnshire, HMP Lincoln also regularly receives men from courts in surrounding counties such as Nottinghamshire, Derbyshire and Leicestershire. In a visitor consultation conducted by LAT in 2016, just 38% of visitors to the prison were from Lincolnshire which is likely to reflect this (Mumby, 2017). HMP Lincoln has an operational capacity of 738 men, housed across 4 residential units in 436 cells (HMPPS, 2017a).

LAT is a registered charity, established in 2000, working with a variety of agencies to reduce offending and reoffending by working with people who are involved in the CJS to address some of the issues and challenges which they may be facing (LAT, 2018). The vision of LAT is that "all individuals involved in the CJS should be treated with respect, empowered to achieve their full potential, and given equality of opportunity" (LAT, 2018, p2).

2.1.2 The SPARC Service

SPARC is a service operated by LAT in Lincoln District Magistrates Court, Lincoln Crown Court and HMP Lincoln, with the aim of improving the transition into prison custody from the courts through the provision of information, practical solutions and the facilitation of faster access to support on arrival at prison (Mumby, 2015). The model also provides an opportunity to explore the needs of people detained within the courts (Mumby, 2016). A process map of the SPARC model is provided in Figure 2.1.

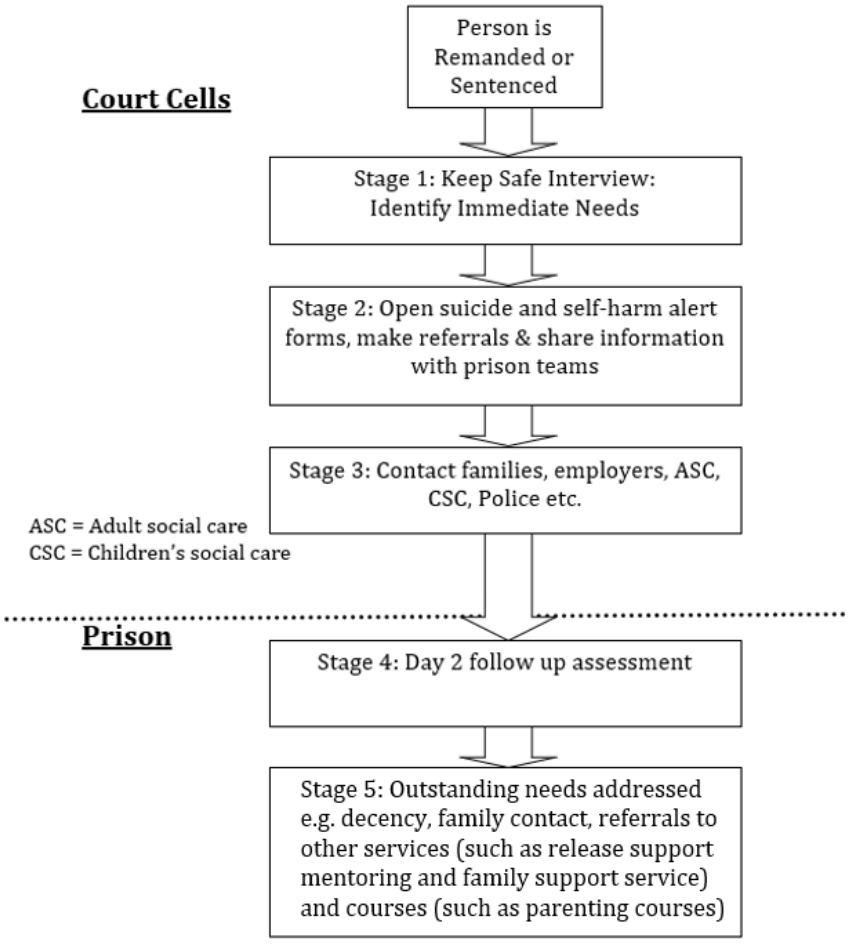


Figure 2.1 The SPARC Model: Keep Safe Days 1 &2

Stage 1 of SPARC is the completion of a 'Keep Safe' Interview which uses a semi-structured format to gather information about a client's needs. The interview schedule was developed in consultation with the reception and first night centre staff, and orderlies (prisoners in positions of responsibility) at HMP Lincoln with the aim of establishing key areas of need to be addressed as soon as possible after remand or conviction. A summary of the information exchanged during the interview is provided in Table 2.1 and an example of the SPARC Keep Safe Interview proforma is provided in Appendix 1. At the end of each interview, an action plan outlining the current situation and actions required (either by the client or the Practitioner), with timescales, is produced.

Table 2.1 Key information exchanged during a SPARC Keep Safe Interview

Information gathered	**Information provided**
Personal information	Answers to any questions the client may have (common questions include 'what is it like?'; 'is it safe?')
Learning needs	
Language needs	
Religious needs	Reception process – what to expect when they arrive at the prison
Physical health needs	
Mental health needs	Support available in the prison
Medication requirements	Prison regime
GP status	Prison rules and jargon
Previous custody information	What they can expect from LAT/SPARC
Risk to self/others	When they will be seen again by the SPARC Practitioner
Safeguarding or care needs within client's family	
Immediate concerns	What happens with their information and the limits of confidentiality
Anything else that the client is worried about at that moment	Advice and guidance to resolve specific issues, including actions for the client and for the practitioner.

SPARC staff are qualified advice and guidance Practitioners, employed by LAT, all with extensive experience of working with vulnerable people within the CJS. In addition to advice and guidance, staff are trained in suicide and self-harm awareness and interventions, motivational interviewing, safeguarding of children and vulnerable adults, the prison regime, the impact of prison on family ties, the importance of maintaining family ties, the theoretical background to SPARC (which will be described in this chapter) and the referral pathways available. Staff are assessed against a quality assurance framework including yearly observations and monthly case reviews to facilitate competency and consistency.

Table 2.2 The SPARC Model: Keep Safe Days 1 &2

Area of need	Referral pathway(s)
Learning needs	Inform prison reception, safer custody and residential prison staff, inform prison healthcare, arrange wing buddy (prisoner to support navigation of prison systems) if required.
Language needs	Use interpreter, inform reception and residential prison staff
Religious needs	Inform prison chaplaincy
Physical health needs	Referral to prison healthcare
Mental health needs	Referral to prison healthcare
Medication requirements	Referral to prison pharmacy, send consent form to GP to allow information sharing of prescription
Substance use needs	Referral to prison substance use team
Risk to self	Completion of suicide and self-harm alert form, reception staff informed.
Risk to others	Completion of security information form
Safeguarding needs within client's family	Referral to adult social care or children's services depending on age of person; request for police safe and well check.
Housing needs	Liaison with housing provider, referral to prison resettlement team

Area of need	Referral pathway(s)
Employment/training	Liaison with employment/training provider if in employment training at time of interview, referral to prison resettlement team, referral to LAT employability service
Financial needs	Liaison with creditors/bank, referral to prison resettlement team
Pets unattended	Contact family/friend if available, referral to local care provider (e.g. kennels, cattery), police and/or RSPCA if not.
Family e.g. family needs informing of court outcome, family need information about the prison and ways to keep in contact	Telephone call to families (as long as there are no public protection restrictions such as restraining orders), referral to LAT HMP Lincoln families team

Immediate needs are addressed by SPARC staff through a range of pathways which are responsive to the client's needs (examples provided in Table 2.2). These include referrals to the prison healthcare, mental health and substance use teams; liaison with prison reception, contacting families, contacting keyworkers in other supporting agencies; interventions to safeguard children and vulnerable adults (including referrals to children's services, adult social care, or requests for police safe and well checks); and arranging the care of pets left unattended either through family/friends of the client or through external providers (stage 2 and 3). For those clients entering HMP Lincoln, the following day, the same SPARC Practitioner visits the client in prison to complete a follow up semi-structured interview to identify any outstanding needs and provide further information and reassurance (stage 4). Clients are asked if they have had access to the basic things they are entitled to, including a reception phone call, a full set of clothing, spare clothing items and their medication. Further actions (stage 5) include referrals to other services and courses within the prison, follow up contact with families and reporting of any outstanding issues regarding

prison issue kit, and medication. The SPARC Service operates in partnership with other LAT services such as release mentors, employability programmes and the LAT families service operating at HMP Lincoln. SPARC case studies are provided in Appendix 2 to illustrate the support available.

2.1.3 Theoretical Background

SPARC is based on several interlinked theories, most of which have emerged from the literature regarding 'what works' in rehabilitation. Through prisons, the government has unrestricted access to people's lives and, with that, the obligation to intervene to try to promote positive outcomes. Conversely, the rights of people in prison are likely to be more restricted than any other time or place in people's lives (Bierie & Mann, 2017). Viewing prisons as institutions intended to punish people who have been convicted and coerce compliance can lead to a dehumanisation of people detained within them and encourage a 'we versus them' approach (Mackenzie, 2000). Prisons have altered dramatically over the past century and they are now considered much more to be places of treatment and rehabilitation rather than warehouses delivering 'just desserts' punishments (Mastrorilli, 2016).

Given the levels of multiple disadvantage and challenges faced by people in prison, there is an implied extraordinary need for intervention and support, and prisons represent an important time in a person's life when the trajectory of their offending

and other behaviour can be altered. Rehabilitation, in the context of the CJS, refers to the process and activities that encourage people who have committed crime to stop offending and commence a law-abiding life (Mann, Howard & Tew, 2018). Rehabilitation is about providing people with the opportunity to change, perhaps addressing the reasons they commit crime in the first place, and encouraging different ways of thinking and acting in order to assist them to achieve a better way of living (Mann, Howard & Tew, 2018).

Several specific areas have been implicated as factors that increase the risk of offending such as homelessness, substance use, lack of employment, lack of meaningful activity and lack of positive social networks (Andrews & Bonta, 2010). Similarly, employment in prison, less time in cells, attendance at offending behaviour courses and good quality contact with families reduced distress during time in prison (Liebling et al., 2005). It should be noted however that there is not always a temporal linear relationship between risk factors and offending behaviour, and therefore causal direction cannot always be deduced. For example, my own (currently unpublished) MSc research completed in 2014 found that contrary to existing literature, men in prison who were homeless were significantly more likely to state that they offended before they were homeless, rather than were homeless before they offended. The same research also found that those men who were homeless had significantly lower social problem-solving ability than those who were not. Furthermore, rehabilitation can include general behaviour, conduct and health, both during and after custody, as

well as recidivism. Therefore, rehabilitation is complex and requires individual approaches to each person who finds themselves in the CJS. SPARC operates using such an individual approach within the principles of rehabilitation. There are several theories that have indicative contributions to rehabilitation which either help to describe the model of delivery for SPARC or form the fundamental theoretical underpinning SPARC, and these will now be highlighted, starting first with those which are utilised to describe frameworks for delivery.

2.1.3.1 Behavioural Nudges

Behavioural Nudges are changes specific to a decision or situation to encourage better behaviour within that context (Thaler & Sunstein, 2008). Nudge theory posits that people can be subtly nudged to engage positively though easy and accessible information to make better decisions and improve their behaviours (Thaler and Sunstein, 2008). This is done through enabling rather than dictating, and nudges must be easy, attractive, social and timely (Burt, 2019) In the context of prisons, behavioural nudges may offer positive changes to a specific situation. SPARC offers a series of Behavioural Nudges which are unique to each individuals' situation in order to reduce challenges, provide faster access to resources, and alter a person's perception of prison during their early days in custody. For example, providing information about ways to keep in contact, but not dictating the right way or wrong way to keep in contact, provides an enabling nudge. Asking people if they would like to be referred to the substance use team, rather than telling them they must engage, is a different example of an enabling nudge. Each referral and each set of information

provided through the SPARC service can be seen as a behavioural nudge. These nudges are detailed on the action plans mutually produced by the client and Practitioner during the keep safe interview.

2.1.3.2 Transitions into Institution

Transitions are described as events that result in changed relationships, routines, assumptions and roles (Evans, Forney, Guido, Patton & Renn, 2010). Transition into prison is a transition into institution but there is very little research specifically in relation to this transition. Another key type of institution (where research does exist) in society is University. While University differs from prison significantly in terms of the level of choice and desire to attend, it could be argued that university and prison share some similarities regarding the concepts of 'uprootedness' (Tall, 2007), changes to identity and changes to a sense of belonging and social networks (Thomas, 2012). Universities have already identified the value in supporting students transitioning into the university institution regarding engagement and retention (Thomas, 2012). The research within this area has found that students supported prior to entry to University through the provision of information, the development of expectations to aid decision making, and fostering early engagement to promote integration and social capital were more successful in their studies (Harvey and Drew, 2006). Furthermore, providing an effective induction, fostering a sense of belonging, encouraging engagement with staff through kindness and respect in the early days of university also provides more positive outcomes (Thomas, 2012). Schollsberg's

transition theory identifies four factors which impact on a person's ability to manage a transition (Evans, Forney, Guido-DiBritto, 1998). These are the 4 S's as follows:

1) The Situation – how much control does a person have over the situation, is a role changed involved, is the situation persistent or temporary and are there additional stressors.
2) Self-factors – psychological and personal/demographic resources such as resilience and socio-economic status
3) Social support – the availability of families, networks and communities
4) Strategies - challenging transitions can be mediated by supporting the person going through the transition to modify the situation (what can be done to change it more make it better?), to reframe the situation as a positive one (e.g. making the most of a bad situation) and/or aiding the management of stress from the aftermath of the transition (Evans, et al., 2010).

It is not difficult to see how these basic principles, could also be applied to the transition into other institutions, including prisons. SPARC aims to address the 4 S's. It aims to provide some control over the situation by empowering the person to make choices about what happens next, aims to improve access to resources to support the self, improve access to social support, and trying to draw out a positive strategy for improvement. It supports and bolsters existing prison induction processes through providing information pre and post entry into prison, structuring expectations,

maintaining social capital and supporting the often-stressful aftermath of the transition.

2.1.3.3 Procedural Justice Theory

Back in the early 1990s, it was recognised that people in prison should be treated with justice, humanity and fairness, and that order in prisons could potentially be mediated by the development of good relationships between people detained and staff (Woolf, 1991). Rogers (1951) outlined how genuineness in relationships can promote personal growth and development. Tyler (2007) argued that people are more likely to perceive authorities as legitimate and they are more likely to follow rules and obey laws when they are treated with what he described as Procedural Justice.

Procedural Justice is characterised by authorities that act ethically and respectfully, with decisions that are fair and transparent, and when the person at the centre of the process has a voice (Tyler, 2007). Although the notion of Procedural Justice was developed within the courts system, it is argued as being key to the development of stable and lasting solutions to conflicts, and in building confidence in the courts and law. Therefore, on this premise, it seems that effective rehabilitation can indeed start with a person convicted perceiving themselves as being treated fairly at court. Tyler (2007) also stated that Procedural Justice was important for every experience within the CJS.

The same concepts have since been demonstrated to be effective in prisons. Studies have shown that when prisons are run in procedurally just ways, there is reduced prison violence, increased prosocial change, higher wellbeing, and lowered recidivism. For example, Reisig and Mesko (2009) found that people who evaluated their time in custody as fairer and more respectful, were less likely to engage in misconduct, including violence. Gover, Mackenzie and Armstrong, (2000) found evidence of reduced psychological distress. McGrath (2009, cited in Beijersbergen, Dirkzwager, Molleman, van der Laan & Nieuwbeerta, 2015) evidenced, a relationship between just treatment and behaviour on release, including a reduction in reoffending.

Procedural Justice on arrival to a prison has also been found to be important to individual wellbeing; male prisoners who reported higher levels of Procedural Justice within the first 3 weeks of their arrival into custody had significantly fewer mental health problems after three months (Beijersbergen, et al., 2015). Theories such as Procedural Justice are favourable because they do not necessarily require additional resources, particularly important in the prison climate outlined in Chapter 1. SPARC utilises the principles highlighted by Procedural Justice. From immediately after sentencing or remand, SPARC staff ensure people detained are treated ethically, and with decency and kindness. The client and their needs are placed at the centre of the 'Keep Safe' process, and people are provided with information in order to make informed choices from the outset of their stay in custody. The staff work to build relationships directly with the people detained and to facilitate relationships between

people detained and court custody staff, prison reception staff, and Peer Supporters located in the prison reception.

2.1.3.4 Hope

Hope is described by two components: the cognitive willpower or energy to move towards a goal (agency component) and the perceived ability to generate routes to progress (pathways component) (Snyder, 1995). Hope is not often associated with prisons, which for many people, are places of hopelessness and crisis where there is little chance of change (Mann, Howard & Tew, 2018). However, hope is an important factor in change and people with higher levels of hope tend to approach goals and challenges with a positive emotional state, a sense of challenge and a focus on success. People with lower levels of hope are more likely to approach challenges with negative emotions, a focus on failure and a sense of ambivalence (Snyder, 1995).

Hope has been evidenced as significant factor in moving away from crime; higher levels of desistance from offending were found in people interviewed post release who were more optimistic about not offending (Burnett & Maruna, 2004). Conversely, Ratcliffe (2005) reported the highest levels of hopelessness and frustration among repeat offenders. It is also noteworthy that hope tends to decrease as the number of perceived problems increases (Giordano, Cernkovich, & Rudolph, 2002). Conditions which increase hope include realistic goal-setting, focussing on possible actions, development of skills and confidence, feeling in control, attending to basic needs such as healthy eating and exercise, receiving advice from others who have overcome

adversity, and managing mistakes without shame (Snyder, 1995). Allied to this, Harvey (2007) found that the ability of young men entering prison to cope with a loss of control, influenced their levels of distress during the first 48 hours of custody. SPARC increases levels of hope by facilitating the conditions described by Snyder. SPARC staff provide information to address basic needs, facilitate access to Peer Supporters and use motivational interview techniques, where appropriate, to set goals, overcome shame, and focus on what the person can control, thereby aiming to increase levels of hope and reduce hopelessness.

2.1.3.5 Crisis Intervention

Sometimes Practitioners are required to support clients during a time of crisis at their point of transition into prison custody. For this, the Crisis Intervention Model (Roberts, 1991, 2005) is deployed. Crisis Intervention is a strengths based approach, concerned with utilising short windows of opportunity for effective brief treatment. A crisis is identified as an acute disruption of psychological homeostasis in which an individual's usual coping mechanisms fail and there is evidence of distress and functional impairment (Roberts, 2005). The cause of a crisis is an intensely stressful, traumatic or hazardous event, accompanied by an individual's perception of the event as a cause of considerable disruption, and their perceived inability to resolve the event (Roberts, 2005). Given this definition, it is logical that the transition into prison has the potential to precipitate a state of crisis. Crisis Intervention is a seven-stage model, often adopted by health professionals. The stages are provided in Table 2.3 below.

Crisis Intervention must be voluntary, delivered promptly and provided on a needs basis (Roberts, 2005). A crisis event, although potentially dangerous to an individual's physical, emotional and social wellbeing, can also provide an opportunity to facilitate a positive turning point in one's life (Roberts & Dziegielewski, 1995). Given the discussion earlier in this chapter, this mirrors the function of prison as a threat or an opportunity, depending on an individual's situation and the response. As discussed in Chapter 1, the point of transition into custody can be a point of crisis for people detained, as well as those around them. Where this appears to be the case, SPARC Practitioners work through the stages of crisis intervention in order to manage the situation and keep those involved safe.

Table 2.3 Robert's Seven-Stage Crisis Intervention Model (R-SSCIM, 1991), adapted from Roberts and Ottens (2005)

Stage	Description
1. Psychosocial and imminent danger assessment	Assessment of medical needs, substance use, suicidal ideation and planning, significant events.
2. Rapidly establish rapport and a collaborative relationship	Achieved through genuineness, respect and acceptance of the client with the aim of fostering trust.
3. Identify the major problems and crisis precipitants	Focus on all of client's problems with the aim of elucidating what has led the individual to reach a point of crisis at that moment in time.
4. Exploration of feelings and emotions	Expression of feelings in order to vent and heal while challenging maladaptive thoughts through information and reframing.
5. Exploration of alternatives and coping styles	Solutions which are generated collaboratively, possibly based on what an individual has found to help previously.
6. Implementation of an action plan	Plans should be empowering and may include removing means of harm in order to safeguard, making future plans to look forward to, decreasing anxiety (e.g. through information and/or medication) and decreasing isolation.
7. Follow up	A planned follow up to check crisis resolution and the post-crisis status of the client which may include their physical condition, their cognitive mastery of the experience, their overall functioning, any ongoing stressors, satisfaction of treatment and the need for additional referrals.

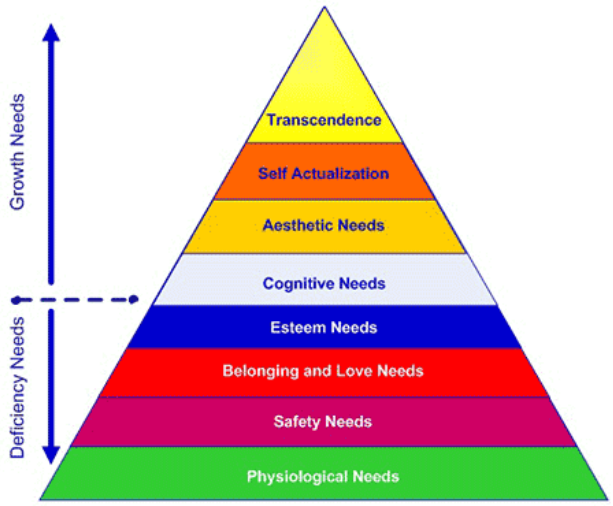
The theories and principles outlined above provide useful descriptors for the delivery of the service which are utilised by staff within the delivery framework. However, there are a further 2 theories which are consider fundamental theoretical models which underpin all elements of the delivery of the model. These have been and will continue to be critical for the development of the model. The two theories which are Maslows's Hierarchy of Needs (Maslow, 1943) and The Good Lives Model (GLM;

Ward& Gannon,2006; Ward& Stewart,2003). These will now be discussed in more detail, referencing how they drive the model.

2.1.3.6 Maslow's Hierarchy of Needs

Maslow's Hierarchy of Needs (Maslow, 1943) is a theory that is used in many disciplines, including psychology, sociology and education, to understand what motivates someone to act in a particular way. The underlying principle of the theory is that everyone strives to maximise their potential, whatever that potential may be, and that they will strive to do whatever they are capable of doing. Maslow (1943) originally outlined five motivations and proposed that each one must be fulfilled before a person can move on to the next one. His model places these motivations in a hierarchy. The theory states that people start at the bottom of the hierarchy and then gradually move up once a level is achieved. Maslow (1943) stated that people cannot skip any levels and that if they were to try to, and a lower need in the hierarchy arose, they would immediately refocus their attention to the lower need.

Maslow later added three more levels into his hierarchy (Maslow, 1970) and split the hierarchy into deficiency needs and growth needs. Deficiency needs are those we need to just cope with everyday life. Meeting them is often short-term and so individuals must repeatedly take action to meet them. Growth needs are those which people need to meet to be happy and meeting these needs is often a longer-term outcome. According to Maslow (1970), deficiency needs must be met before growth needs can be facilitated. The extended model is shown in Figure 2.2 below.



Source: McLeod (2018).

Figure 2.2 Maslow's (1970) Hierarchy of Needs

Physiological needs are basic subsistence needs such as such as food, water, shelter, warmth and sleep. In prison, concern over physiological needs often increases because people do not have control over their needs. For example, they cannot just go and get food when they feel like it as meal times are dictated by the prison regime (Jones, 2004). Safety needs are defined as the freedom from fear of being harmed in any way. This could be physically or emotionally. As described in chapter 1, prisons can be perceived as places which have a high potential to be unsafe due to the presence of violence and self-harm. Social needs (belonging and love) include the need for friendships, family relationships and organisational memberships. Jones (2004) argues that people who have committed offences have limited social relationships because their contact with family is limited by imprisonment. However, family ties are strongly implicated in reducing offending (Farmer, 2017). Esteem needs are interlinked with belonging needs because belonging can increase self-esteem. In prison, a person

may have more limited opportunities for having self-esteem needs met, therefore staff need to contribute to the development of this (Jones, 2004). Cognitive needs refer to an individual's need to gain and retain knowledge. Aesthetic needs refer to an appreciation of beauty/creativity of some form but could simply relate to taking care of one's appearance. Self-actualisation is achieved when people start to realise their full potential. They can solve problems effectively, have high morals, have high tolerance for uncertainty, take responsibility, work hard and try new experiences. If an individual is going to make significant behavioural changes, they are likely to occur while in this category and others should empower them to do so (Jones, 2004). Finally, transcendence occurs when an individual can use their learning to assist others.

When a person in prison is asked to consider their offending behaviour through offending behaviour programmes or restorative justice for example, they are being asked to operate at a higher level in the hierarchy. They are being asked to change their identity from an 'offender' to a law-abiding person which requires a level of self-actualisation. Likewise, when they are asked to participate in educational courses, they are being asked to act at the cognitive need level. Essentially, for someone in prison to be able to engage in their sentence plan fully, they need to feel safe and have their basic subsistence (deficiency) needs met. Feeling safe has been found to provide people in prison with the 'headspace' to think and reflect on themselves, and the changes they want to make (Blagden, Winder and Hames, 2016). Psychological space is important for people in prison and can help them make sense of their environment

(Martel, 2006). SPARC therefore functions to assist people to have their basic needs met through information and facilitated access to additional services such as healthcare. In doing so, they facilitate functioning at higher levels of Maslow's hierarchy, allowing them to engage in their sentence plans and work to address their offending behaviour.

More recently, the notion of a rehabilitative culture has become dominant within prisons. The notion of a rehabilitative cultures combines underpinning theory from Maslow's Hierarchy of Needs and Procedural Justice along with an emphasis on hope. A rehabilitative culture is said to be one where all elements contribute to the prison a being safe, decent, hopeful, supportive, and progressive environment, where trust is built, with the aim of everyone being able to feel safe from physical and verbal abuse (Mann, Howard & Tew, 2018). Rehabilitative prisons are environments where everyone treats each other with respect (in line with Procedural Justice Theory) and people's basic needs for safety and security are met (in line with Maslow's Hierarchy of Needs). Figure 2.3 below shows the 'Resettlement Hierarchy', an adaptation of Maslow's hierarchy of needs to prison rehabilitative cultures and resettlement.

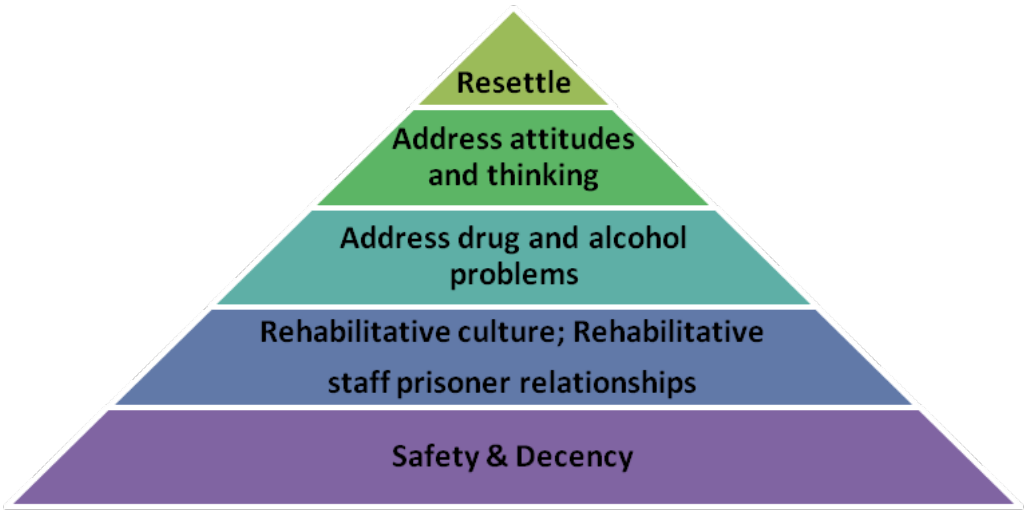


Figure 2.3 Features of a Rehabilitative Prison: A Hierarchy (Blakeman & Allars, 2014).

Congruent with Maslow's Hierarchy of Needs, the resettlement triangle argues that only when people's basic needs of safety and decency are met, and the culture is conducive to hope for change and trust, can people in prison have the opportunity to address their criminogenic thinking and actively work towards positive resettlement. Hope is emphasised as an important factor in building a rehabilitative culture, whereby staff promote hope amongst the people detained and subsequently assist them to achieve their goals using Snyder's (1995) conditions for hope (Mann, Howard & Tew, 2018). The SPARC service aims to work within the framework of a rehabilitative culture, based on Maslow's Hierarchy of Needs, from the outset of someone's journey through prison custody. As outlined above, SPARC Practitioners work to assist the meeting of basic needs and to build hope, while ensuring people are treated with decency and fairness.

More specifically, at a physiological, safety and decency level, SPARC provides information that aims to facilitate feelings of safety and security. It supports people to understand what is happening to them; understand when and how they can access basic provisions such as food; and how to access support from safer custody, the substance use service and healthcare, where required. SPARC staff reassure people that prison staff are there to facilitate a safe and supportive environment. On a belonging and need level, SPARC supports people to maintain contact with family and friends, maintain contact with support staff from outside prison and develop relationships with teams who can offer support inside the prison. On a cognitive and esteem basis, SPARC provides information and encourages access to the gym, education and employment opportunities within the prison. It also supports access to services to help with future learning and employment, and planning for release. Where appropriate and/or necessary, SPARC staff will challenge attitudes and thinking and support individuals to find more appropriate attitudes and thinking. Finally, SPARC staff will support individuals to start to plan for the future and access support to address their resettlement needs. However, these higher level activities will only take place once the lower level needs are thought to have been addressed. Where there are multiple priorities which need addressing, those basic needs are tended to first. It is hypothesised that by addressing basic needs around safety, security and belonging, individuals are then better able to engage in services during custody and engage in their sentence plans (where they have one) It is subsequently hypothesised that this results in an improved chance of successfully changing the

behaviours that have led to them being in custody, changing their behaviour to make better decisions and subsequently have an increased likelihood of successfully reintegrating into the community. An illustration of how this is operationalised in practice is provided within the Case Studies (Dean) in Appendix 2.

2.1.3.7 The Good Lives Model

The Good Lives Model of rehabilitation (Ward & Stewart, 2003) is a strengths-based approach which emphasises the need to respond to the interests, abilities and aspirations of people who have committed offences, and assist them in reaching their goals. The theory proposes that there are 11 primary goods that all humans seek to achieve in order to increase wellbeing. These goods are life (healthy living and functioning), knowledge (feeling informed about things that are important), excellence in play (hobbies/recreation), excellence in work, excellence in agency (autonomy, power and self-directedness), inner peace (freedom from emotional turmoil and stress) relatedness (to others), community (connection to wider social groups), spirituality (meaning and purpose in life), pleasure, and creativity.

The means used by people to pursue these goods are referred to as secondary goods (Ward, 2002). People who have committed offences experience problems in reaching their primary goals and try to do so in a dysfunctional way (Ward & Stewart, 2003). For example, they may try to gain inner peace through using drugs or alcohol as a

form of self-medication or escapism; they may commit a theft of food out of a need for life functioning; or they may form inappropriate relationships with children in the pursuit of relatedness. The model suggests that people who have committed offences have difficulty in achieving these goals due to a lack of capacity, scope (a desire to strive for goals), means, or coherence (the way in which the pursuit of goods fit together). Therefore, The Good Lives Model proposes that for people to change their behaviour through the process of rehabilitation, they need to be supported to have the capacity, scope, means and coherence to achieve the fundamental goods required in a functional (and legal) manner. The SPARC model serves to increase the capacity, scope, means and coherence by facilitating secondary goods so that they can work towards achieving the 11 primary goods while in custody and in preparation for the future. Table 2.4 provides examples of how this occurs.

Table 2.4: SPARC facilitation of secondary goods in order to achieve primary goods.

Primary goods	**Examples of secondary goods**	**Examples of how SPARC supports secondary goods**
Life (healthy living and functioning)	Accessing appropriate healthcare and medication to support physical and mental health.	Discussion about options and referral to physical and/or mental health team in the prison.
	Accessing support to address substance use	Discussion about options and referral to substance use support team in the prison
Knowledge (feeling informed about things that are important)	Asking what happens in prison and what to expect.	Providing opportunities to ask questions and providing answers to these questions; providing information about the prison regime and support available; procedural justice principles.
	Reading information leaflets.	Provision of information leaflets about the prison, early days in custody, healthcare, safer custody, resettlement and education.

Primary goods	Examples of secondary goods	Examples of how SPARC supports secondary goods
Excellence in play (hobbies and recreation)	Accessing the gym Accessing the library	Provision of information about recreational activities within the prison including the library and gym.
Excellence in work	Working inside the prison.	Information and motivational discussion about work options inside the prison and process for work allocation.
	Gaining qualifications inside the prison.	Information and motivational discussion about education options inside the prison, information about education induction requirements.
	Planning for employment on release from prison.	Information provision and referral to employability support service
Excellence in agency	Making decisions about how to deal with challenging situations.	Discussions about pro-social options for how to manage situations, for example if someone makes reference to safety or feeling under threat.
	Making decisions about which activities and support to engage in.	Provision of information about what is available, making clear what options there are and what is mandatory.
	Engaging in discussion with Peer Supporters about options available.	Information provision about Peer Supporters, what they do and how to access them,
Inner peace	Talking about worries and concerns .	Listening, explaining and using the crisis management model where required.
	Accessing the mental health team for support with well-being.	Discussing options and supporting referral to prison mental health team
	Access the prison Listener's scheme and/or Samaritans phone available inside the prison.	Provision of information about Listener's scheme and availability of Samaritans phone.

Primary goods	Examples of secondary goods	Examples of how SPARC supports secondary goods
Relatedness	Contacting family and friends from prison.	Information provision about ways to keep in contact; liaison with family as well as the person in prison.
	Rebuilding relationships with children	Identification of child contact issues and referral to the children and families team to support overcoming this.
	Building relationships with other prisoners.	Introductions to Peer Supporters within the prison.
	Building relationships with other agencies in the prison.	Introductions to key staff members in teams relevant to each client.
Community	Joining specific support groups in custody such as Veterans in Custody.	Provision of information about groups available and facilitation of referrals if desired.
	Planning for future resettlement in the community.	Provision of information about and referral to prison resettlement team ad release support services.
	Engaging with people from the community during prison custody.	Liaison with external providers who the person was in contact with prior to custody to facilitate ongoing contact. Engagement of community volunteers during prison visits.
Spirituality	Accessing prison chaplaincy services.	Provision of information about and liaison with prison chaplaincy team.
	Accessing support for specific cultural needs.	Discussion about cultural/religious needs and requirements and liaison with relevant prison services such as kitchens (e..g to provide a specific diet which meets religious requirements)
Pleasure	Participation in activities which are important to each individual e.g. writing to family, attending the gym.	Discussion about what is important to each individual and provision of information about what is available and how to access.
Creativity	Taking part in arts and craft activities in cells or on the prison wings.	Provision of distraction packs, colouring pages and craft items in liaison with safer custody team.

2.1.4 Implications

A theoretical background to what works regarding behaviour change and rehabilitation has been outlined which includes a number of models which are not mutually exclusive. Some of these are specific to the CJS (Good Lives Model and Procedural Justice) while others are not. While many of the models serve as useful descriptors for the delivery of SPARC, 2 theories underpin its development. Together with the information about the stresses and strains of prison outlined in Chapter 1, the information from these frameworks provide some indication of precipitators and mediators of the challenges faced by people entering prison. Precipitators are defined in this context as those factors which can affect the situation negatively, whereas mediators are those which have the capacity to influence it positively. A summary of the precipitators and mediators highlighted so far is illustrated in Figure 2.5 below which aims to provide a visual representation of how these theories can link together as applied within the SPARC model of delivery.

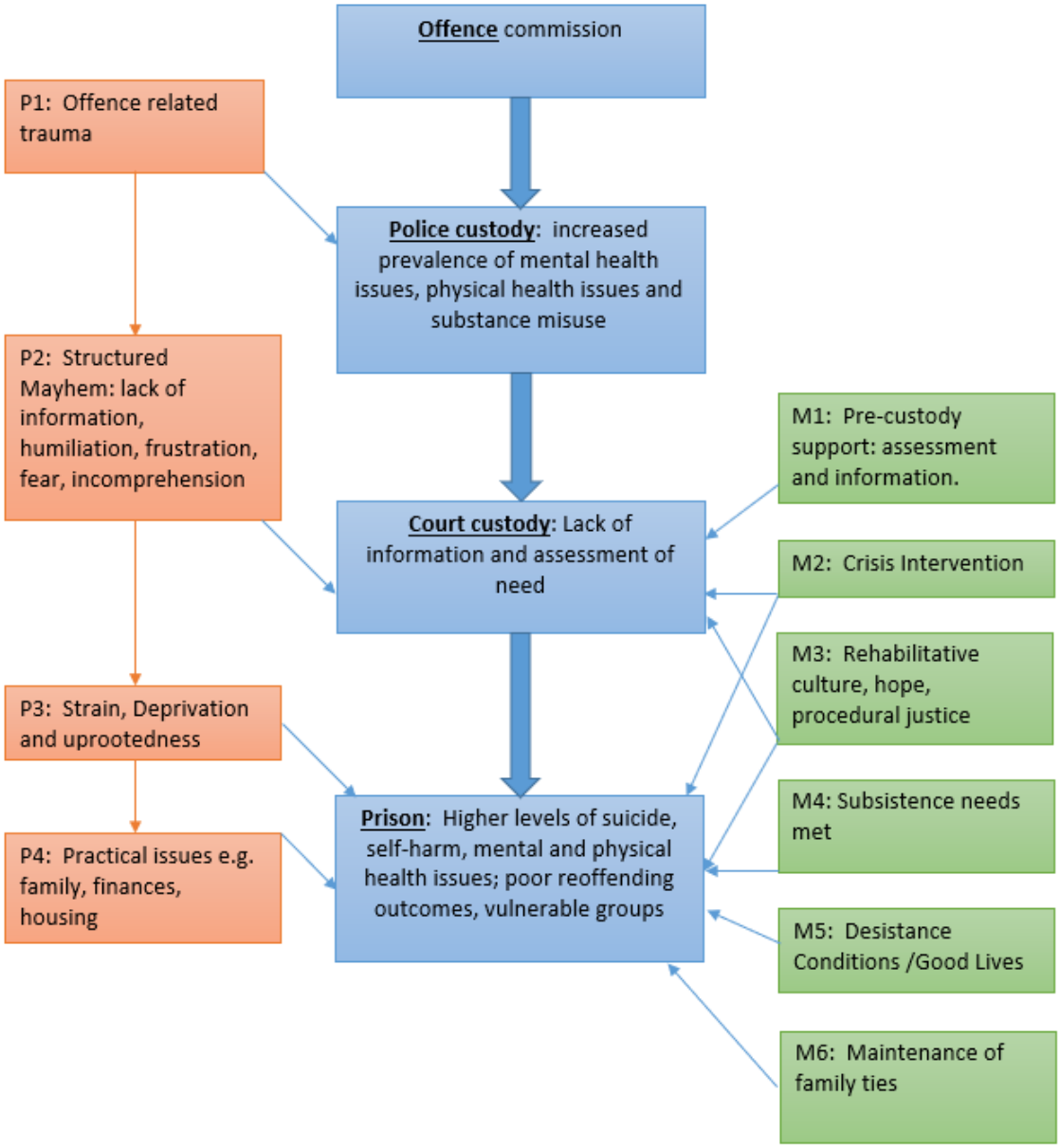


Figure 2.4 The Criminal Justice Journey: precipitators (P) and mediators (M)

2.1.5 Research outline

Now that the SPARC model and its underlying theory has been described, the remainder of this chapter and the 3 subsequent chapters will focus on research developed around the SPARC model through this PhD. This chapter will provide an exploratory descriptive analysis of the data collated through the keep safe interviews. The analysis will then be developed further to see if there are differences in characteristics and need between the two court settings (magistrates and crown). Since crown courts deal with more serious offences which cannot be dealt with by the magistrates' court (indictable offences) such as murder, manslaughter, grievous bodily harm and robbery, and are able to provide more severe sentences than magistrates' court (gov.uk, 2017), it is hypothesised that there will be differences between the participants in each court with a null hypothesis of no difference. However, since there has been no previous exploration of data at this specific stage, the nature of the differences is not hypothesised.

Thereafter, Chapter 3 will continue to develop the analysis of this data, with reference to specific populations within the CJS. Based on existing literature, the data from the keep safe interviews will be analysed by groups based on gender, sentenced or remand status, age, language needs, learning needs, substance use needs, mental health needs, and the needs of people who repeatedly offend. The analysis will provide an insight into the needs of specific groups of people at the point of entry into prison from court.

While Chapter 2 and 3 will provide an analysis of the needs of people entering prison from court, the data will not provide any information about the effectiveness of SPARC. Chapter 4 will therefore focus on an evaluation of the effectiveness of SPARC from the perspective of people who were supported through the service, compared to people who were not supported via the service. However, although this will provide an overview of the effectiveness, it will not provide information about how and why the model may be effective in supporting people during their transition into prison custody. This will be the focus of Chapter 5 which will use qualitative methods to explore the functionality of the SPARC service. Finally, Chapter 6 will discuss the findings with respect to theoretical and practice implications, as well as highlighting the strengths, weaknesses and future directions for this research area.

2.2 Method

2.2.1 Participants

The data was collected from SPARC interviews carried out with 1,093 clients from 1st December 2013 to 30th November 2015 in Lincoln District Magistrates Court and Lincoln Crown Court, located in the East Midlands, UK. All prisoners who were new into custody were asked to take part in their SPARC Keep Safe Interview. During the time period, 57 people refused to participate in their Keep Safe Interview. Eight-hundred and thirty-six interviews were completed at Lincoln Magistrates Court and 257 within Crown Court. Where people were seen on the scheme more than once,

their subsequent appearances were excluded from this data set; only first appearances were included. 1018 participants were male, 75 were female. The mean age was 32.60 years (*SD* = 10.53). Further participant information is provided in Table 2.5 contained in the results section of this chapter.

2.2.2 Materials/ Measures

The Keep Safe Interview proforma is designed to be used in a semi-structured manner and covers the following areas: personal information, offence, family details, substance use information, health, and referrals. The Keep Safe Interview form is provided in Appendix 1. A further definition of each variable is provided in Table 2.5 below. Each self-report interview was recorded on a Keep Safe form which was then sent to the prison reception via the person's Prisoner Escort Record (PER) in line with the SPARC delivery model.

Table 2.5 Variable definitions

Variable	Definition
Gender	Self-reported gender which was asked as an open question. All participants defined themselves as male or female, no one described themselves as trans, gender fluid etc
Age	Age calculated from date of birth provided on prisoner escort record by police
Area of residence	Area the person resided in at time of arrest. This information was self-report information corroborated with the court warrant or the prisoner escort record completed by the police
Origin	Where the person came from immediately prior to court e.g. police station, prison or bail

Variable	Definition
Custody status	The status granted by the court immediately prior to the Keep Safe Interview i.e. remand, convicted unsentenced, or sentenced. This information was taken from the court warrant.
Sentence length	For those participants who were sentenced, the length of sentence given by the court immediately prior to the interview. This information was taken from the court warrant.
Expectation of custodial outcome	Self-report information about whether each participant expected to be given a custodial outcome or not.
Previous custody	Self-report information about whether or not each participant had been in prison on any previous occasion, corroborated by prison records via prison reception staff.
Receiving prison	The prison that each participant was transported to from the court immediately after the Keep Safe Interview.
Offence information	The type of offence committed or alleged as reported on the prisoner escort record completed by the police.
First Language	Self-reported first language.
Learning needs	Self-reported learning or social needs including difficulties with reading and writing, learning disability, dyslexia, dyspraxia and autistic spectrum disorders.
Immediate concerns	Anything defined by the SPARC Practitioner as requiring immediate attention on arrival at the prison. Immediate concerns included but were not limited to suicide and self-harm concern, opiate withdrawal, alcohol withdrawal or health issues requiring immediate medical attention/medication such as diabetes.
Security concerns	Anything defined by the SPARC Practitioner as posing a risk to the safety and security of the prison/prisoners. Security concerns included but were not limited to threats made by the participant to other prisoners/staff, intelligence from police/court staff about possible drugs, participant report of being under threat from others inside the prison.
Physical health	Self-reported physical health needs at the time of the interview with or without formal diagnosis. Physical health needs included, but were not limited to diabetes, wounds, broken bones, heart/respiratory conditions, dialysis treatment, cancer, chronic obstructive pulmonary disease, Alzheimer's disease, blood clots, hepatitis.
GP registration	Self-report of whether or not the person was registered with a GP surgery at the time of the interview.

Variable	Definition
Mental health	Self-reported mental health needs at the time of the interview with or without formal diagnosis.
Suicide/self-harm concerns	Any information to suggest the participant may be at an increased risk of suicide or self-harm, whether self-reported, reported by other court staff, reported by the police, reported by the solicitor, based on general observation by the SPARC Practitioner, or a combination of sources. The concern may be an explicit expression of suicidal intent or intention to self-harm, a report of suicide attempt or act of self-harm within the previous month, or general presentation of low mood characterised by withdrawal and lack of hope.
Previous mental health support	Self-report of whether the person had received any mental health support at any point prior to the interview. Previous mental health support included but was not limited to previous intervention from crisis care teams, previous or current care programme approaches and/or allocation of a community mental health practitioner, previous or current medication prescribed for the treatment of mental health issues.
Mental health issue	Further information about the type of mental health issue reported. These were classified in line with the DSM-IV as mood disorders (depression and bipolar disorders), anxiety disorders (anxiety and obsessive-compulsive disorders), psychotic disorders (schizophrenia, psychosis), personality disorders and post-traumatic stress disorders. These categories were not mutually exclusive such that a participant could report mental illness in more than one category e.g. the same person reporting anxiety and depression.
Substance use	Self-reported engagement in substance use immediately prior to arrest. Substance use issues included but were not limited to opiate dependence, recreational substance use such as occasional cannabis use, problematic/binge drinking and/or alcohol dependence.
Substance use support prior to court	Self-reported engagement in substance use services which could include talking therapies and/or access to a script such as methadone or Subutex.
Substance use related to offending	Self-report of whether the participant felt that their engagement in substance use was related to their (alleged) offending.

2.2.3 Procedure

The Keep Safe Interviews were carried out by SPARC staff immediately after each client had been located in the court custody suite once they had been sentenced or remanded by the judiciary, prior to their transfer to prison. One of the SPARC Practitioners was also the lead researcher; the other Practitioner was not involved in the research but was made aware of it. Following the completion of the Keep Safe

proforma through discussion with the client, SPARC Practitioners provided the additional information about the prison regime, ways to keep in contact with family and support services, in line with the SPARC model. Immediately after the interview, referrals were completed in line with what was discussed with each client. The information gathered was triangulated with information from each person's alert list contained within the PER and information from the court warrant. Finally, the practitioners entered the data from the Keep Safe Interviews onto an Excel spreadsheet.

2.2.4 Analysis

Data from the Keep Safe Interviews was collated daily by SPARC staff in an Excel spreadsheet to allow LAT to monitor the weekly outputs of their work as part of their routine service evaluation. An anonymised version of this spreadsheet was shared for the purposes of this data analysis and re-coded into SPSS (IBM, version 23). Throughout the two-year data collection period, there were slight changes to a few data entries. At the outset, the nature of the offence was not recorded but was collected as an addendum after 12 months of the programme running. In addition, sometimes there were data entries missing (due to information not being available or participants declining to answer a question). As a result, the number of individuals reported for each characteristic is not always 1,093. The N for each characteristic is provided within the data tables in the results section.

Chi-squared tests were carried out for each set of characteristics to compare those coming through crown and magistrates' court. Chi-squared tests were selected due to the level of data being nominal. Logistic regression analysis using the main, high level interview variables was utilised to model the prevalence of characteristics for each court. The variables included in the model were; index offence category, age, sentence/remand status, whether custody was expected, presence of immediate concerns, registered with a GP, substance use issues, suicide/self-harm concerns, mental health issues, physical health issues, security issues, learning disability, previous custody experience and English as first language. Within the sentenced or remand status, those who were both sentenced and remand were removed due to the overlap in status. This left N= 1,057 overall.

Due to the number of missing values as reported above, there were only 411 complete data sets to run the regression analyses on and therefore a substantial proportion of the original sample would be lost which could cause a significant loss of precision and power (Sterne et al., 2009). Multiple imputation was therefore applied to the dataset prior to regression analysis to infer valid frequencies in the missing values (Rubin, 1996), therefore maximising the sample. The multiple imputation analysis was carried out using the default settings in SPSS. Specifically, the number of imputations was 10. Five imputed datasets have been suggested as sufficient (Allison, 2000) but a larger number reduced sampling variability (Horton and Lipsitz, 2001) and therefore the default of 10 was used. The regression analysis also utilised the default settings

within SPSS and the odds ratio used was the exponentiation of the B coefficient (Exp(B)). The imputation models treated all variables as categorical and yielded a logistic regression analysis with the exception of age which yielded a linear regression.

2.2.5 Ethics

The research was approved by The University of Lincoln School of Psychology Research Ethics Committee (SOPREC; application number 1516158). Individuals were provided with written information through a 'Statement of Service' which explained that information from the interviews was used as part of LAT's monitoring and evaluation processes and that anonymised data may be shared with the University of Lincoln.

2.3 Results

A majority of participants were male in both courts. The age data was in line with the 'age crime' curve which shows that people are less likely to commit crime with increasing age (Figure 2.6).

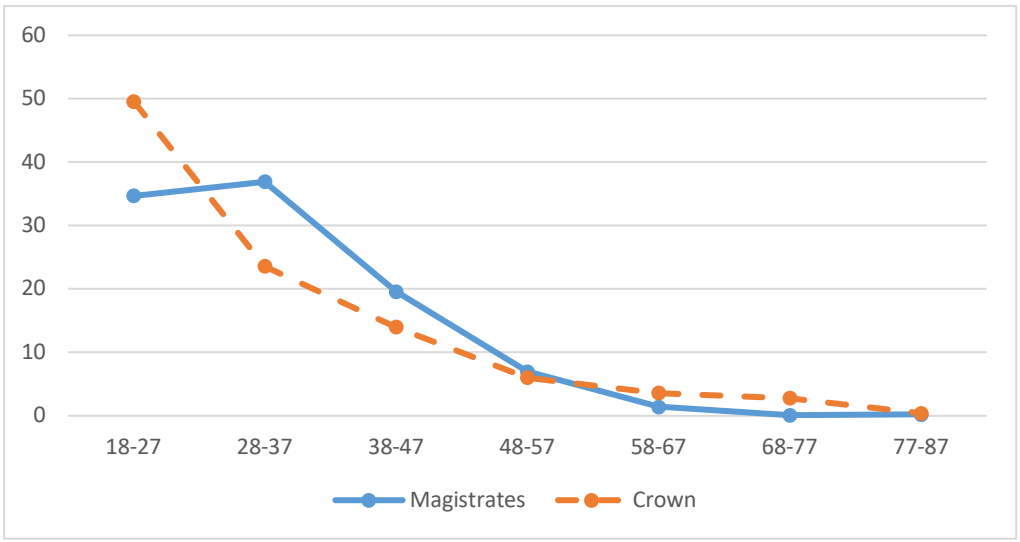


Figure 2.5 Age data across courts (%)

There was a significant difference shown between the age within the different courts. A higher proportion of clients were in the youngest and oldest age groups within crown court. A majority of people within the magistrates' court entered the custody suite and were subsequently sent to prison from Lincolnshire police stations, while most within the crown court entered from bail. See Table 2.6.

Table 2.6 Participant Demographic Information

Characteristic		N	Total n (%)	Magistrates Court n (%)	Crown Court n (%)	X^2 (df)	p
GENDER	Male	1093	1018 (93.1)	780 (93.3)	238 (92.6)	0.148 (1)	.700
	Female		75 (6.9)	56 (6.7)	19 (7.4)		
AGE GROUP YEARS	18-27	1082	413 (38.2)	289 (34.7)	124 (49.6)	48.192 (6)	<.001*
	28-37		366 (33.8)	307 (36.9)	59 (23.6)		
	38-47		198 (18.3)	163 (19.6)	35 (14.0)		
	48-57		73 (6.7)	58 (7.0)	15 (6.0)		
	58-67		21 (1.9)	12 (1.4)	9 (3.6)		
	68-77		8 (0.7)	1 (0.1)	7 (2.8)		
	78-87		3 (0.3)	2 (0.2)	1 (0.4)		
AREA OF RESIDENCE	Lincoln	528	160 (30.3)	135 (31.5)	25 (25.0)	2.487 (3)	.478
	Other Lincolnshire		277 (52.5)	222 (51.9)	55 (55.0)		
	Outside Lincolnshire		89 (16.9)	69 (16.1)	20 (20.0)		
	Outside UK		2 (0.4)	2 (0.5)	0 (0.0)		
ORIGIN	Police - Lincoln	1069	374 (35.0)	361 (43.7)	13 (5.3)	626.831 (4)	<.001*
	Police – Other Lincolnshire		360 (33.7)	350 (42.4)	10 (4.1)		
	Police - outside Lincolnshire		40 (3.7)	38 (4.6)	2 (0.8)		
	Transfer from prison/unit		34 (3.2)	19 (2.3)	15 (6.2)		

*still significant following Bonferroni correction.

Table 2.7 provides the custody information and shows that over 50% of participants entered prison on remand. A majority of people within the magistrates' court entered prison on remand while in crown court, the majority entered prison as sentenced prisoners. The variation in sentence length across courts is reflective of the sentencing powers of each court with the magistrates' court able to provide maximum sentences of 6 months imprisonment. Significantly more people within the magistrates' court expected to obtain the custodial sentence they were given and reported more previous experience of prison than in the crown court. Most clients went to their nearest receiving prison (95%). The highest proportion of offences were violent offences but there was a significant association between court and offence type with a higher proportion of people entering prison due to acquisitive offences from the magistrates' court.

Table 2.7 Custody Information

Characteristic		N	Total n (%)	Magistrates Court n (%)	Crown Court n (%)	X^2 (df)	p
CUSTODY STATUS	Remand+	1093	565 (51.7)	521 (62.3)	44 (17.1)	195.784 (2)	<.001*
	Sentenced		492 (45.0)	279 (33.4)	213 (82.9)		
	Both		36 (3.3)	36 (4.3)	0 (0.0)		
SENTENCE LENGTH Months	Under 1	506	40 (7.9)	38 (12.8)	2 (1.0)	230.262 (3)	<.001*
	1 - under 6		254 (50.2)	217 (73.0)	37 (17.7)		
	6 - under 12		85 (16.8)	21 (7.1)	64 (30.6)		
	12+		127 (25.1)	21(7.1)	106 (50.7)		
EXPECTATION OF CUSTODIAL OUTCOME	Expected	882	666 (75.5)	549 (80.6)	117 (58.2)	42.139 (1)	<.001*
	Unexpected		216 (24.5)	132 (19.4)	84 (41.8)		
PREVIOUS CUSTODY	Yes		688 (64.5)	577 (70.9)	111 (43.9)	61.484 (1)	
	No		379 (35.5)	237 (29.1)	142 (56.1)		
RECEIVING PRISON	Nearest local++	1093	1045(95.6)	800 (95.7)	245 (95.3)	11.416 (2)	.003*
	Other Prison		34 (3.1)	30 (3.6)	4 (1.6)		
	Specialist YOI		14 (1.3)	6 (0.71)	8 (3.1)		
OFFENCE INFORMATION	Acquisitive	507	153 (30.2)	135 (33.1)	18 (18.2)	28.549 (8)	<.001*
	Violent		173 (34.1)	143 (35.0)	30 (30.3)		
	Drug related		41 (8.1)	25 (6.1)	16 (16.2)		
	Child sexual		22 (4.3)	12 (2.9)	10 (10.1)		
	Adult sexual		18 (3.6)	14 (3.4)	4 (4.0)		
	Against property		15 (3.0)	12 (2.9)	3 (3.0)		
	Driving		27 (5.3)	23 (5.6)	4 (4.0)		
	Fraud		14 (2.8)	9 (2.2)	5 (5.1)		
	Other		44 (8.7)	35 (8.6)	9 (9.1)		

+ Including convicted unsentenced. *++Males = HMP Lincoln, Females = HMP Peterborough*

*still significant following Bonferroni correction

Table 2.8 below provides the needs related information. Approximately 15% of clients interviewed did not speak English as their first language, with significantly more non-English speakers identified in the magistrates' court. Learning needs were significantly higher in crown court, approximately 14% reporting a learning need overall. Immediate concerns included issues such as opiate withdrawal, alcohol withdrawal and risk to self or others. Over half were reported as presenting with immediate concerns, which was significantly higher in the magistrates' court. Over a quarter were also reported as presenting with security concerns (these included threats to others or information relating to illicit items) with no significant association across courts. Almost half reported physical health concerns, with no significant association across courts. Almost 20% were not registered with GPs on entry into custody and this increased significantly for the clients from magistrates' court. Just over 43% reported mental health issues with a significant association across courts such that mental health issues were more prevalent in magistrates' court. In addition, magistrates' court participants had an increased prevalence of all types of mental health issue with the exception of PTSD which showed no significant association. Almost 16% raised concerns regarding suicide and self-harm, and nearly half reporting having no previous support around mental health and this was consistent across courts.

The most common mental health concerns overall were mood disorders (depression and bipolar affective disorder). As many individuals presented with more than one type of mental health issue, mental health groupings were not mutually exclusive. Substance use issues were reported in approximately 50% of clients with a significantly higher prevalence in magistrates' court clients. Approximately 60% reported that their substance use was related to their offending. Despite this, less than half (46%) reported substance use support prior to court and this percentage was significantly higher for those attending magistrates court. Of the categories recorded, the highest prevalence of substance use across both courts was reported to be opiates. However, all types of substance use were significantly more prevalent in magistrates' court. Many clients reported use of multiple substances and therefore, similarly to mental health issue by type, the groups were not mutually exclusive.

Table 2.8 Needs Information

Characteristic		**N**	**Total n (%)**	**Magistrates Court n (%)**	**Crown Court n (%)**	**X^2 (df)**	**p**
FIRST LANGUAGE	English	1083	920 (84.9)	688 (83.1)	232 (91.0)	9.621 (2)	.008
	Other European		146 (13.5)	126 (15.2)	20 (7.8)		
	Other non-European		17 (1.6)	14 (1.7)	3 (1.2)		
LEARNING NEEDS	Yes	1050	149 (14.2)	101 (12.6)	48 (19.3)	6.936 (1)	.008
	No		901 (85.8)	700 (87.4)	201 (80.7)		
IMMEDIATE CONCERN	Yes	1093	592 (54.2)	481 (57.5)	111 (43.2)	16.294 (1)	<.001*
	No		501 (45.8)	355 (42.5)	146 (56.8)		

Characteristic		N	Total n (%)	Magistrates Court n (%)	Crown Court n (%)	X^2 (df)	p
SECURITY CONCERNS REPORTED BY SPARC STAFF	Yes	1093	294 (26.9)	229 (27.4)	65 (25.3)	0.441 (1)	.507
	No		799 (73.1)	607 (72.6)	192 (74.7)		
PHYSICAL HEALTH	Yes	1087	506 (46.6)	394 (47.5)	112 (43.6)	1.194 (1)	.275
	No		581 (53.4)	436 (52.5)	145 (56.4)		
GP REGISTRATION	Yes	969	776 (80.1)	575 (77.1)	201 (90.1)	18.349 (1)	<.001*
	No		193 (19.9)	171 (22.9)	22 (9.9)		
MENTAL HEALTH	Yes	1074	465 (43.3)	373 (45.5)	92 (36.2)	6.784 (1)	.009
	No		609 (56.7)	447 (54.5)	162 (63.8)		
SUICIDE/SELF-HARM CONCERNS	Yes	1093	170 (15.6)	134 (16.0)	36 (14.0)	0.611 (1)	.434
	No		923 (84.4)	702 (84.0)	221 (86.0)		
PREVIOUS MENTAL HEALTH SUPPORT	Yes	224	121 (54.0)	104 (55.0)	17 (48.6)	0.495 (1)	.482
	No		103 (46.0)	85 (45.0)	18 (52.4)		
MENTAL HEALTH ISSUE	Mood disorders		305 (65.6)	248 (66.5)	57 (62.0)	119.61 (1)	<.001*
	Anxiety disorders		121 (26.0)	91 (24.4)	30 (32.6)	30.752 (1)	<.001*
	Psychotic disorder		69 (14.8)	58 (15.5)	8 (8.7)	37.879 (1)	<.001*
	Personality disorders		38 (8.2)	30 (8.0)	8 (8.7)	12.737 (1)	<.001*
	PTSD		23 (4.9)	15 (4.0)	8 (8.7)	2.13 (1)	0.144
SUBSTANCE USE	Yes	1072	538 (50.2)	457 (55.9)	81 (31.9)	86.969 (1)	<.001*
	No		534 (49.8)	361 (44.1)	173 (68.1)		

Characteristic		N	Total n (%)	Magistrates Court n (%)	Crown Court n (%)	X^2 (df)	p
SUBSTANCE USE SUPPORT PRIOR TO COURT	Yes	253	115 (45.5)	107 (48.0)	8 (26.7)	4.846 (1)	.028
	No		138 (54.5)	116 (52.0)	22 (73.3)		
SUBSTANCE USE RELATED TO OFFENDING	Yes	144	86 (59.7)	77 (60.6)	9 (52.9)	0.368 (1)	.544
	No		58 (40.3)	50 (39.4)	8 (47.1)		
SUBSTANCE USE TYPE	Alcohol		201 (38.3)	178 (39.9)	23 (29.1)	119.527 (1)	<.001*
	Opiates		250 (47.6)	222 (49.8)	28 (35.4)	150.544 (1)	<.001*
	New Psychoactive substances		76 (14.5)	66 (14.8)	10 (12.7)	41.263 (1)	<.001*

*still significant following Bonferroni correction.

The regression analysis showed that drug-related offences, sentenced versus remand status, expectation of custody, substance use issues, learning disabilities, and previous prison experiences were significant predictors of the type of court such that sentenced status, drug offences and learning needs were more highly associated with crown court whereas expectation of custody, previous custody experience and substance use were less likely to be associated with crown court. See Table 2.9.

Table 2.9 Association of participant needs and type of court

Characteristic (Reference category)	Exp (B)	95%CI	p
Gender (male)	1.358	0.532-3.469	.514
Age	1.004	0.986-1.023	.663
Language English	1.458	0.229-9.276	.684
Language other European (Language English)	0.494	0.77-3.178	.453
Sentenced vs remand (sentenced)	12.959	8.365-20.075	<.001
Previous prison experience (No)	2.133	1.398-3.255	<.001
Expected custody (No)	2.644	1.433-4.879	.004
Acquisitive	0.686	0.275-1.712	.390
Violent (Acquisitive)	1.425	0.604-3.361	.388
Drugs (Acquisitive)	4.935	2.351-10.357	<.001
Sex offences (Acquisitive)	1.910	0.630-5.789	.234
Immediate concern (No)	1.335	0.834-2.138	.229
Security concern (No)	0.630	0.373-1.064	.084
Learning disability (No)	0.524	0.297-0.925	.026
Registered with GP (No)	0.640	0.360-1.138	.128
Physical health issue (No)	1.213	0.809-1.820	.350
Mental health issue (No)	1.424	0.931-2.179	.103
Suicide/self-harm concerns (No)	0.855	0.484-1.511	.590
Substance use issue (No)	1.940	1.183-3.182	.010

2.3.1 Referral activity

During the data collection period, the following referral activities were carried out:

- 328 physical health referrals
- 491 substance use referrals
- 443 mental health referrals
- 177 suicide alerts
- 295 security alerts
- 175 families contacted,
- 31 pets secured
- 14 safeguarding referrals made.

2.4 Discussion

This research provides an analysis of the needs of a population sample of everyone entering prison from magistrates' and crown court in Lincolnshire. The SPARC service and an exploration of its data indicates that a needs-led delivery model is required in court custody settings to support people on their transition into prison custody. The number of Keep Safe interventions, the level of need identified, and the referral activities undertaken, suggest that SPARC fills an existing service gap. This data provides valuable information about those people entering prison custody from court. The data was collected at a specific point in the transition, immediately prior to prison. Previous data about the needs of people in prison has been collected in established prison populations and therefore it is more difficult to deduce which needs are imported vulnerabilities or reactions to the prison environment. Improved knowledge about the needs of people as they transition into custody, will allow better development of services to specifically meet these identified needs. It also provides population-based information to help develop better models for understanding the transition of people into prison. The findings will now be discussed in more detail.

Most clients were male, with just 7% female. Such a finding is significant as this indicates a higher number of females than average yearly prison data would suggest (4-5%; Allen and Dempsey, 2016). Women are reported to have different needs to

males which require a specific response from agencies within the CJS (Corston, 2007). This will be explored further in Chapter 3.

Differences were highlighted between courts regarding entry from bail, expectation of custody and previous experience of prison (those in magistrates' court were more likely to be expecting custody and to have had previous experience of custody). This could impact on 'preparedness' for court. For example, those entering from bail (at crown court) and expecting custody may have had increased preparedness due to having had the opportunity to inform family and make arrangements for the care of family members or pets. Anecdotally through the delivery of the SPARC service, this was known to be the case but warrants further formal investigation in future. In addition, the number of people not expecting the custodial sentence they were given could indicate an issue regarding the advice given by legal teams at court. For example, legal teams may not be highlighting the potential for prison custody, or their clients may be selectively interpreting the information given to them about sentencing guidelines. Whatever the underlying reasons, this is a pertinent issue to address in order to ensure to manage expectations and increase the level of preparedness for prison.

The number of people who enter magistrates' courts from outside Lincolnshire may indicate that they are not local residents. Since the data states that most go to HMP Lincoln, this may have subsequent implications for maintaining family ties while in

custody. Distance from family may decrease the likelihood of visits, yet maintaining family contact is important in reducing isolation and the pain of imprisonment, and can contribute to reduced levels of reconviction (PPO, 2014).

Half of people had been placed on remand and were unsentenced at the time of interview. Importantly, remand prisoners are over-represented in figures relating to suicide in prison (PRT, 2013). Data was not collected about how long people subsequently spent on remand but nationally, it is thought that remand prisoners spend an average of 9 weeks on remand before conviction and sentencing (PRT, 2013) and that remand prisoners account for 8% - 11% of the prison population (Allen and Dempsey, 2016; MoJ, 2018b). Being sentenced at the point of entry to custody was more likely to occur in those entering via crown court. This finding fits intuitively with the model because the people sentenced at crown court would have been bailed at their first appearance at magistrates' court and therefore not interviewed by SPARC. Conversely, those entering custody on remand at magistrates' court would not be seen again at the point of sentencing at crown court.

When the offence data is compared to national prison data (Allen and Dempsey, 2016), there appears to be some variation. The current data showed higher numbers of acquisitive, violent, and driving offences but lower numbers of drug-related and sexual offences. Drug offences were more likely to be associated with crown court. Explanations for this are that lower possession offences seen at magistrates' court are

less likely to attract custodial sentences, while those whose offences are serious enough to be seen at crown court are likely to include more serious offences of possession with intent to supply.

A number of people identified that English was not their first language (15%). There appears to be no existing data available on the number of serving prisoners with English as a Secondary or Other Language to compare this data to (Hales, 2015). However, in the general population, 7.1% of people are reported to be foreign nationals in Lincolnshire, and 14% across the UK (Lincolnshire Research Observatory, 2011) which implies an over-representation within this data and, theoretically, within the CJS. Language barriers are reported to exacerbate almost all other problems for foreign national prisoners and are linked to isolation, poorer access to health services and decreased rehabilitation (Hales, 2015). Language needs will be discussed further in Chapter 3.

Learning needs were reported by 14% of the sample. The reported percentage of people within the CJS with a learning disability varies greatly (Loucks, 2007) but the data suggests over-inflated numbers compared to the general population: Approximately 2% of the population of England is estimated to have a learning disability (Emerson, et al., 2011). Significantly, a higher prevalence of learning disability was associated with crown court entry to custody. However, it is not possible at present to conclude the exact reason for this finding. It is possible that

people with learning disabilities are more likely to be bailed from magistrates' court or are more likely to gain custodial sentences when appearing in crown court. Learning needs will be discussed further in Chapter 3.

Despite the prevalence of health issues, the number of people in the current sample not registered with GPs (20%) indicates over-inflated numbers compared to the general population; previous estimates suggest that just 1% of the general population are not registered (Fountain & Howes, 2002); no recent statistics could be found. The over-representation of people not registered with GPs, suggests that people entering custody are less likely to have accessed healthcare services. The finding is in line with previous research which has highlighted that many people with convictions have complex health needs but do not access healthcare until crisis point (Sirdifield, et al., 2019). Reasons for this include low levels of (health) literacy (Donnelle & Hall, 2014), financial barriers (Marlow, White & Chesla, 2010), competing priorities such as a need for employment and housing making it challenging to focus on health (Plugge, Pari, Maxwell & Holland, 2014), and an uncaring professional approach and stigma, specifically towards people with convictions (Donelle & Hall, 2014). These findings suggest a need to address barriers to accessing healthcare on a systems and personal level. SPARC provides a way to facilitate access to healthcare at the point of entry into custody.

Mental health needs were higher at magistrates' court compared to crown court. Mental health issues were reported by 43% of the current sample overall which compares to 17% of the general population reporting suffering from a common mental disorder (McManus, Bebbington, Jenkins & Brugha, 2014) and 39% of people on probation having evidence of a current mental illness (Brooker, Sirdifield, Blizard, Denney & Pluck, 2012). The present study data can also be paralleled with National Institute for Health and Care Excellence Guidelines (NICE, 2014) which suggest that 39% of people detained in police custody have a mental health disorder while up to 90% of serving prisoners have a mental health issue. Such a finding may suggest that a high proportion of mental health issues arise during the stay in prison; reactive symptoms brought about by the stresses of custody. It may also be the case that many people do not receive assessment and identification of mental health needs until they are in custody where services are more readily available to people in prison compared to the community.

Substance use issues were reported by 50% of the study sample (including those reporting problematic alcohol use). Those entering custody from magistrates' court reported more problems with substance use overall and across all types of substance use. Such a finding could be linked to overall increased levels of offending and a resultant perceived greater flight risk increasing the likelihood of remand. Magistrates may be less likely to bail someone engaging in substance use issues, but further investigation is required to establish this. Comparisons with general and prison

populations regarding substance use are problematic as the data does not usually include issues with alcohol. However, Boreham, Cronberg, Dollin & Pudney (2007) found a 52% prevalence rate of substance use amongst arrestees. This compares to previous research which found that 42% of people on probation in Ireland had used drugs and alcohol (Martyn, 2012). Within the current research sample, 38% reported difficulties with alcohol, 47% with opiates, 15% with new psychoactive substances with some participants reporting multi-drug use. Such numbers are much higher than the general population. For example, The Home Office (2015) reported that 8.6% of people aged 16-59 in the England and Wales reported having used an illicit drug in the last year. In addition, the figures for opiate use are higher than those found amongst probation populations which report 26% of people on probation having used opiates (Martyn, 2012). These findings are important and require much more work to address such issues pre-custody, especially given that people who use opiates are more likely to report poor health, experience physical violence from others, meet the diagnostic criteria for post-traumatic stress disorder, have higher levels of psychiatric distress and be experiencing physical pain compared to people not using opiates (Hall, Golder, Higgins & Logan, 2016).

The association between offending and substance use (reported by 60% of this sample) has similarities with previous research such as Liriano and Ramsay (2003) who reported that 55% of male prisoners attributed their offending to drug use in some way. Reasons for not engaging in substance use services prior to custody were

not collated, although could be similar to the reasons outlined above for not accessing health services. This warrants further investigation given the numbers of people linking substance use to offending. It is particularly significant given that many people report going to prison to be an easier pathway to accessing health and substance use services (Plugge, Pari, Maxwell & Holland, 2014). Moreover, drug use is strongly associated with reconviction on release (Brunton-Smith & Hopkins, 2013).

2.4.1 Limitations

The data presented in this chapter provides an initial exploration of the data collated through SPARC Keep Safe Interviews. Prior to this, there appeared to be no existing data available regarding the needs of people in court custody suites. The current study provides a preliminary analysis of this population and opens many areas for further investigation. The same data set will be analysed further in Chapter 3 to offer an in-depth investigation into the needs of the specific groups of people who may have further vulnerabilities.

However, it should be noted that this data analysis is not without limitations. The current data was only collected from those going to prison. However, most court users do not go to prison custody and are released into the community. Approximately 70% do not go to prison (LAT internal monitoring data, 2017). Therefore, a future much wider piece of research would need to investigate the characteristics and needs

of those released on bail and community orders. Furthermore, the study utilised a large proportion of self-report data and therefore limited by those issues inherent with self-reporting such as demand characteristics, and probable under-reporting (Napper, Fisher, Johnson & Wood, 2010).

Finally, the data collection was undertaken by SPARC staff with a core purpose of service evaluation and monitoring, not for the specific purpose of research. It could therefore be considered secondary data. A full discussion about the pros and cons of using secondary data is provided below.

2.4.2 The use of secondary data analysis

Secondary data analysis is the practice of analysing data that was collected by someone else for another primary purpose (Hinds, Vogel & Clarke-Steffen, 1997) and it is becoming more prevalent (Johnston, 2014). Although approximately 50% of the Keep Safe Interviews were done by the researcher, the remainder were done by a SPARC Practitioner, independent of the research. The data was originally collected as part of LAT's monitoring data, rather than for a specific needs analysis.

Secondary data analysis can be a useful way of using existing large data sets, can provide information about a sensitive area of research and provide access to an

otherwise elusive population (Long-Sutehall, Sque & Addington-Hall, 2011). This was the case with the SPARC data. The shortage of previous research into the specific needs of people in court custody suites is indicative of this group being an elusive population. Indeed, it was very apparent during the delivery of SPARC that adding an extra layer of information gathering for research purposes while clients were still in the court cells would have been impractical. The turnaround time between the end of the court hearing and transportation to the prison was sometimes short and the asking of similar or the same questions to the Keep Safe Interview specifically for research purposes would likely have frustrated the client group.

However, despite the benefits of secondary data analysis, problems have also been highlighted with this methodology and it is argued that evaluative steps should be followed to overcome these (Stewart & Kamins, 1993). The data may lack some of the rigour which would ordinarily be found in purposeful research data collection but does have high levels of ecological validity. These are problems inherent with service evaluations which are often set up to answer specific stakeholder questions (Twycross and Shorten, 2014).

There was, therefore, potential for the data may not meet the needs of the current research questions. However, in this case, the original purpose of the data collection was very similar. It was collected as part of monitoring and evaluation data for LAT to understand the needs of their clients and report to the prison and funders about the

activities carried out in the SPARC model, with the aim of highlighting the importance of the service and securing additional funding. Further concerns have been raised regarding informed consent when secondary data analysis is present. However, Thorne (1998) stated that a professional judgement may need to be made about whether the secondary analysis violates the contract made between the participants and the original researcher/practitioner. In this situation, since the primary data set was directly related to the aims of the current research, and participants were briefed on the potential for information sharing, it was judged that the consent gained in relation to the primary aim of the interview was sufficient to carry out the secondary analysis. An assessment must also be made of the quality of the data to ensure that it has appropriate depth, accuracy and pertinent detail (Hinds et al., 1997). Although there was a quantity of missing values in the data, there were still 411 complete data sets and there were enough complete values to account for missing data using multiple imputation, as outlined above, and therefore the depth and detail was judged to be appropriate. The data was gathered by suitable skilled and trained SPARC Practitioners, as also highlighted above.

2.4.3 Conclusion

Chapter 2 has highlighted the SPARC delivery components and its underlying theory in the challenging context of prisons. The research conducted from the SPARC Keep Safe Interview data has provided an indication of the value it can provide in assessing the needs of court users. It provides information on a large, population wide sample of individuals at the point of transition from courts to prison with reference to population variation between magistrates' and crown court. However, it does not evaluate the impact of SPARC on its clients. Further detailed analysis of the current data will be presented in Chapter 3 and an evaluation of the impact of SPARC will be presented in Chapters 4 and 5.

Chapter 3: An investigation into the characteristics and needs of specific sub-populations of people entering prison custody from court

3.1 Introduction

In Chapter 1, it was highlighted that within the prison population, there are sub-groups such as females and remand populations who may have additional vulnerabilities. In Chapter 2, it was highlighted that there were high levels of need within the population of people moving from court into prison and that there were significant differences between those entering prison custody via magistrates' court compared to crown court. The data collected from court Keep Safe Interviews provided a further opportunity to investigate the characteristics of different populations at the specific point of transition into prison custody. This chapter will review the existing literature on prison populations to highlight the vulnerabilities of specific groups in more detail before exploring the court data in-depth, with reference to the groups highlighted by the literature. It will examine the characteristics, needs and differences highlighted within the court data between the different sub-groups supported through the SPARC service in their transition into custody.

3.1.1 Women in the Criminal Justice System

Despite making up approximately 50% of the general population, women comprise 27% of those prosecuted and just 5% of the total prison population in England and Wales (MoJ, 2016b). On 21st September 2018, there were 3,820 women in custody compared to 79,337 men (MoJ, 2018e). During 2015, 98,000 people were received in custody, 9% were female (MoJ, 2016b). The number of women in prison has started to decline more recently but overall, the number of women detained in prison on short sentences has more than doubled since 1993 (MoJ, 2018f), and the UK still has one of the highest rates of imprisonment for women in Europe (PRT, 2017b). Women are less likely to be given community sentences than they were 10 years ago with 15,000 women being given community orders in 2017, compared to 30,000 in 2007 (PRT, 2018a). It has been suggested that this is because of the diminishment of suitable provision for women such as a lack of access to childcare provisions, a lack of community payback suitable for and supervised by females, and a lack of specialist offending behaviour programmes designed for women (Worrall, 2000).

Some important differences between men and women in the CJS have been highlighted (e.g. Corston 2007, MoJ, 2018g). Women tend to commit offences which are considered by the judiciary to be less serious and, as a result, many serve prison sentences of 12 months or less. In 2017, 72% of women were sentenced to 12 months or less, compared to 55% of men; 39% of women entered prison for theft offences, compared to 21% of men; while 9% entered for violent offences against the person,

compared to 14% of men (MoJ, 2018h). In 2015, 77% of female theft offences were for shoplifting, compared to 54% for males (MoJ, 2016b). Female offending behaviour is also more likely to be prompted by their relationships with others; 48% of women in prison reported having committed offences to support someone else's drug use, compared to 22% of men (Light, Grant & Hopkins, 2013). Additionally, female offending is also more likely to be motivated by finances; 28% reported financial motivation compared to 20% of men (Cabinet Office, 2009) and 38% of mothers in custody attributed their offending to a financial need to support their children (Caddle & Crisp, 1997). As a result, it has been argued that prison is rarely a necessary, proportionate or appropriate response for females who have committed offences (Corston, 2007). Moreover, most women who are remanded to prison prior to sentencing do not go on to receive a custodial sentence. In 2016, 60% of women remanded by magistrates' court and 41% remanded by crown court did not later receive a prison sentence (PRT, 2018a). This suggests high numbers of women being placed on remand unnecessarily, causing potential disruptions to family life, childcare, accommodation and employment.

In addition to the differences in offending typology and court disposal highlighted above, there are also significant differences between men and women regarding their needs in the CJS, with women described as 'troubled' rather than 'troublesome' (Corston, 2007, p16). Compared to men, women are more likely to report needing help with substance use (29% and 49% respectively) and to associate drug use with

their offending behaviour (Light, et al., 2013). Women report higher levels of mental health issues in custody, although statistics on this appear to have varied over time (from 79-85% of women compared to 37-71% of men) (HMIP, 2018a; Light, et al., 2013). The rates of self-harm amongst female prison populations are disproportionately high. In 2017, women accounted for 19% of the total incidents of self-harm in the England and Wales prison estate and this was the highest rate for 6 years (MoJ, 2018d). 46% of women in custody (compared to 21% of men) have reported attempting suicide at some point in their lives (PRT, 2016). In 2016, 12 women in prisons in England and Wales died from suicide, the highest figure recorded (PRT, 2017a), and a significantly higher rate of suicide than that reported in the general population of women in England. The PRT figure provided here (based on MoJ statistics) is indicative of a rate of approximately 300 per 100,000 women whereas the suicide rate in England was reported as 10.6 deaths per 100,000 in 2017 (Office of National Statistics, 2018). These differences may be related to findings that more than half of women have been victims of serious crime themselves, imprisonment is especially damaging for them, and their outcomes are much worse (PRT, 2017b). For example, 53% of women (compared to 27% of men) reported having experienced emotional, physical or domestic abuse as a child (PRT, 2017b). More specifically, women were 4 times more likely than men to have experienced sexual assault in childhood (MoJ, 2016). However, these figures should be taken with caution because evidence also suggests that for young people reporting abuse, the levels are either higher for males, aged under 11 years; and equal for males and females, aged 11-17 years (Radford, et al., 2011). Although this reverses

for young people aged 18-24 years, this evidence suggests that there could be reporting biases whereby females are more likely to report experiences of abuse as a child. However, prison staff have reported that female self-harm is often the result of feelings of isolation and a struggle to cope with the stresses and strains of family issues, which are less prevalent amongst men (Short, Cooper, Shaw, Kenning, Abel, & Chew-Graham, 2009). Women's needs may also be exacerbated by the relative scarcity of female prisons across England and Wales. There are just 12 female prisons in England and none in Wales (Justice.gov.uk, 2019). This means that women are often located in prisons further away from their families which can have a negative impact on family ties (Corston, 2007). One study reported that women are held an average of 64 miles away from home (PRT, 2017b).

Despite the needs of women in the CJS, they have been described as 'correctional afterthoughts' (PRT, 2017b, p1). This is reflective of the fact that because they make up such a small proportion of the prison population, their needs are easily overlooked regarding policy, planning and services (PRT, 2017b). They are detained in a system set up around male needs. For example, Corston (2007) argued that prisons are designed by men for men. She reported finding levels of security in female prisons which were equivalent to those designed to stop men escaping or uniting to over throw the authority of the jail. However, she argued than women do not behave in this way, they do not riot or abscond. The high levels of security, alongside the distance from home, and a specific need for companionship and compassion amongst

women, means female prisons are disproportionately harsher for women than male prisons are for males (Corston, 2007). As a result, several agencies have called for reform to the female prison estate and wider CJS. For example, the House of Commons Justice Committee (HCJC; 2013a) argued that prison is an expensive and ineffective way to deal with the many females who have been convicted but do not pose a significant risk of harm to public safety. Reform proposals have included the provision of gendered services across the CJS; reducing the number of women in prison; and providing better access to community-based services (PRT, 2017b). Community based services have included women's centres which enable women to address underlying problems which may have led to offending, but which prisons cannot solve (PRT, 2017b). Outcomes for women who have been given community sentences are significantly better than those sent to prison, with 56% of women reoffending within one year following release from prison, compared to 26% of those on community orders (Hedderman & Joliffe, 2015). Reform proposals have also specifically called for services for women to be trauma-informed in order to meet the high levels of prior trauma experienced by females in the CJS (MoJ, 2018g).

3.1.2 Remand populations

Remand prisoners are those placed in prison who have not yet been convicted or have been placed in prison after conviction, while awaiting their sentencing, having been found guilty. Unconvicted remand is given in circumstances where the crime a person has been charged with is very serious (such as murder, rape or robbery), the person has been charged with a very serious crime previously, there is reason to believe the person may not go to their court hearing ('flight risk'), there is reason to think the person may commit a further offence while on bail, or the person has been granted bail before but did not adhere to conditions (Gov.uk, 2018). Although the use of remand has decreased in recent years, remand prisoners make up 11% of the prison population (9,263 people as of 31st December 2017) with 67% awaiting trial and 33% awaiting sentencing (MoJ, 2018a). People remanded to custody before trial are presumed innocent until proven guilty. During 2017, 34,017 people were remanded awaiting trial (MoJ, 2018b). Ten percent of people remanded for trial were subsequently acquitted and a further 14% received non-custodial sentences (MoJ, 2018b). Fifty-six percent of people awaiting trial in prison were accused of non-violent offences such as theft and drugs (MoJ, 2018b). Remand prisoners can often spend a long period of time in prison prior to conviction and sentencing. HMIP (2012) found that 25% of remand prisoners had been in prison between 3 and 6 months, while a further 10% said they had been detained for between 6 months and 1 year. HMIP also found that 37% of remand prisoners had never been in prison before.

Remand prisoners face a period of uncertainty unlike determinate sentenced prisoners who know their release date. It is argued that remand prisoners are in a liminal state where liminality is the concept of being betwixt and between; they neither belong to the society they have been separated from (the community) but are not yet absorbed into the society they are entering (prison) (Turner, 1974). This means they are in transitional state of limbo during which they are stripped of the social status they previously held, are structurally invisible and have temporarily fallen through cracks in social structure (La Shure, 2005). Liminality is further described as a halfway house, a state of being in limbo whereby people experience ambiguity, uncertainty, instability vulnerability and chaos (Turner, 1982). Furthermore, remand prisoners tend to be located in local prisons while awaiting trial or sentencing. Typically, local prisons are large, old, often Victorian buildings in confined urban settings (HMIP, 2012). They lack outside green space, have many dark corners where violence and drugs can occur, and often need modernisation to improve conditions and aid dynamic security. The population in local prisons tends to be very transient which further adds to instability and chaos, particularly as building relationships between prisoners, and between staff and prisoners, becomes more challenging. Although remand prisoners are likely to remain closer to home, which may make visits easier, many report not expecting to be remanded and not knowing where they were being taken when they left court (HMIP, 2012).

Due to the fact they have not yet been found guilty or convicted, remand prisoners should have more privileges than sentenced prisoners. For example, they are allowed increased numbers of visits, can wear their own clothing and do not have to work in prison unless they choose to. HMPPS instructions state that a remand prisoner should not experience any deprivation of rights and freedoms as citizens, other than that which is the inevitable consequence of being detained in custody, and that practices that limit their activities should be the minimum required to maintain order and security (HM Prison Service, 2003). Despite this, remand prisoners have reported that staff did not seem to know whether prisoners were sentenced or remanded and, as a result, they felt treated like criminals (HMIP, 2012).

Perhaps due to the liminality combined with the conditions they tend to be housed in, remand prisoners are often over-represented regarding levels of need and vulnerability. HMIP (2012) reported that remand prisoners were more likely than sentenced prisoners to report welfare problems on arrival into custody and few stated they had been offered support with such issues. Remand prisoners reported poorer access to Listeners (prison Peer Supporters trained by The Samaritans). Alarmingly, first time prisoners were less likely than people who had been in prison before to say they had been offered support. In addition, remand prisoners were more likely to report having difficulties accessing phones, general applications and basic cleaning materials. In the same HMIP report, remand prisoners were reported to say they felt less safe than sentenced prisoners and were more likely to highlight emotional

wellbeing and mental health issues. Remand prisoners have been over-represented in data on self-inflicted deaths, making up 29% of suicides in 2017 (MoJ, 2018d). They were, however, less likely to report drug and alcohol problems, although this was still high (HMIP, 2012).

Within the remand population, further vulnerabilities exist. Women and foreign nationals are over-represented. 43% of women in prison are on held on remand, compared to 11% of men (PRT, 2019). HMIP (2012) reported that 16% of remand prisoners were foreign national compared to 11% of the sentenced population.

3.1.3 Older prisoners and young adult prisoners

The MoJ and academic researchers typically view older prisoners as aged 50 or over (HCJC, 2013; Omolade, 2014). While a person over 50 in the community would not normally be considered old, it has been widely recognised that typically prisoners are functionally older than their chronological age (Ginn, 2012). This has been attributed to previous lifestyles which could include addiction and homelessness; a lack of prior medical care, and the experience of being incarcerated (Williams, 2013). In addition, it is recognised that healthy ageing requires preventative work, starting earlier in age than the onset of symptoms, and therefore agencies, including the NHS and Age Concern, use over 50 as their criteria for older populations.

People aged 50 or over are the fastest growing age group in the prison estate across England and Wales and there are more than triple the number of over 60s in prison than there were in 2002 (PRT, 2018a). The number of prisoners over 60 grew by 120% and those aged 50-59 by 100% between 2002 and 2013 (HCJC, 2013). Almost a sixth of the prison population in England and Wales are aged 50 or over. See Table 3.1 for more detail. The number of over 50s in prison is projected to rise to 14,100 by 2022 with the most significant change being in over 70s (MoJ, 2018i).

Table 3.1 Proportion of older prisoners in the prison population England and Wales 2017

Age group	Number of people	% of prison population
Over 50	13,620	16.1%
Over 60	3,311	3.9%
Over 70	1,747	2.0%
Over 80	234	0.3%

Source: Prison Reform Trust (2018)

Older prisoners typically fall into 3 categories: those who were sentenced for a long time at a young age and have grown older in prison; chronic and repeat offenders who have been repeatedly imprisoned throughout their lives; and those who have been convicted for historic offences later in life (Age UK, 2011). The increase in the older prison population can be partly attributed to the overall growth in the prison population. However, the fact that older prisoners are increasing at a faster rate is indicative of additional factors. A significant factor appears to be the increase of convictions for historic sexual offences supported by advances in forensic science (Ginn, 2012). Forty-five percent of men in prison aged over 50 years have convictions for sexual offences (PRT, 2018a). People convicted for sexual offences are typically

handed longer sentences and the age of the person rarely has any bearing on the sentence given (Ginn, 2012).

Irrespective of the reasons for the increase, it has been made clear in previous research that older prisoners have multiple health and social needs, and their resettlement needs vary from younger prisoners (e.g. HCJC, 2013, Omolade, 2014). Older prisoners have been described as experiencing a double burden of incarceration while also having unmet needs (Turner, Peacock, Payne, Fletcher & Froggatt, 2018). Previous research found that 85% of male prisoners over 60 had at least one chronic illness and these included psychiatric, cardiovascular, musculoskeletal and respiratory disorders (Fazel, Hope, O'Donnell, Piper & Jacoby, 2001). Forty-five percent of over 60s had a psychiatric disorder with 30% meeting the criteria for major depression; approximately three times higher than a person of equivalent age and gender in the community (Fazel, et al., 2001). Older prisoners may have additional age-specific stressors such as a fear of failing health and dying in prison (Maruschak, 2008). Despite this, it has been reported that only 1 in 6 older prisoners with depression were in contact with health services (HCJC, 2013). Heidari, Wangmo, Galli, Shaw and Elger (2017) reported that prisoners were less likely to access healthcare due to 3 types of obstacles, as follows:

1) Psychological obstacles - a stoic wait and see approach, a lack of trust, or fear about appearing in public if required to attend outside hospital appointments

2) Negative consequences of healthcare utilisation - being viewed as a faker, loss of salary for sick prisoners, or punishment for not taking prescribed medication
3) Environmental obstacles - inability of healthcare to visit cells, working schedules, or a failure by healthcare to offer needs-led treatment.

Some prisoners have social care needs, such as requiring assistance with getting dressed, cleaning their cells and personal hygiene; others may require end of life care, but these needs are not consistently met (Ginn, 2012). In one study, 22% of respondents aged over 50 required support with daily tasks (Trotter & Baidawi, 2014). HMIP (2004) reported that adult social care needs were frequently met by other prisoners who never received any training to support this. Prison staff are also typically untrained to support health needs (Age UK, 2011).

Furthermore, prisons have also been described as particularly challenging places for older prisoners to reside, where their needs are often overlooked because they pose no obvious behavioural and security issues for prison staff (HMIP 2004). Prisons are typically old Victorian buildings which were designed for healthy, fit, young males; not for older prisoners (Ghin, 2012, Turner & Peacock, 2017). They are often lacking in mobility aids, such as lifts, and older prisoners' risk being isolated by a physical environment and regime that they cannot access (HCJC, 2013). Age UK (2011) described time in prison for many older prisoners as being in a limbo of inactivity. HMIP (2004) reported that the management of chronic illnesses can often be

undermined by prison transfers, leading to changes in healthcare providers. In addition, the frailty of older prisoners can contribute to bullying and victimisation from younger prisoners. Forty percent of older prisoners reported having felt unsafe and 15% reported previous victimisation (HMIP, 2004). As people convicted for sexual offences are over-represented in older prisoners, many others in custody anticipate that any older prisoner has been convicted of sexual offences. This places them at the bottom of the social hierarchy (Ginn, 2012). Social care needs such as incontinence are likely to be exacerbated in prison where cell sharing is also a requirement (Age UK, 2011). In addition, it has been argued that prisons can hide the symptoms of progressive cognitive degenerative conditions such as dementia because rules in prison are constantly reinforced and prisoners have to make few decisions themselves (Le Mesurier, 2012, cited in Ginn, 2012).

Furthermore, release from prison is reported to yield even greater problems for older prisoners, especially those who have spent many years in prison. They are more likely to have lost previous homes and contact with family; may never have used mobile phones, plastic bank cards or the internet; and may need to access pensions for the first time (Age UK, 2011). Navigating these systems can be bewildering and when they are able to acquire accommodation, this is more likely to require adaptation to meet social care needs (Age UK, 2011).

Despite the rising numbers, and the identified needs of older prisoners, and recommendations by the HCJC (2013), there is still no national strategy for the care and management of older prisoners. The MoJ has argued that it is not possible to write a strategy to meet the needs of all older prisoners who are a heterogeneous group (HCJC, 2013). In addition, older prisoners have reported that they do not wish to live in segregation away from the younger population, and moreover, the older population are reported to have a calming influence on younger prisoners (HCJC, 2013). However, the care of older prisoners has been criticised for over a decade. Over 15 years ago, HMIP (2004) reported that prisons did not take the special needs of older prisoners seriously and that some prisoners had completely disengaged from staff and other prisoners as a consequence of cognitive and/or physical degeneration and/or mental health problems, meaning they were unable to function and live in dignity. These problems still arise and more recently, Ginn (2012) argued that comprehensive data on older people moving through the CJS is not available while Turner et al. (2018) argued that this is still problem.

Older prisoners are not the only age group who have been identified as having specific needs in the CJS. Younger prisoners are a second age group specifically defined by the government, as requiring a specific approach (HCJC, 2018). Although there were a third fewer young adults in custody in 2018 than in 2011, young adults age 18-24 make up 17% of the prison population in England and Wales (PRT, 2018a). However, young adult prisoners are defined within prisons in England and Wales as those aged 18-20

years (HCJC, 2016). Young adult prisoners are less likely to receive sentences of 6 months or less, and more likely to receive sentences of 1 year to 18 months and 2-3 years than prisoners age 21 or over (Williams, 2015). However, these prisoners are also more likely to reoffend with a reconviction rate of 75% in the 2 years following release from prison. The age group are also less likely to have been in prison before and more likely to convicted for robbery offences (Williams, 2015). Young adult prisoners are reported to be less likely to report needing help and support with various issues such as drug problems; medical issues and mental health issues, such as anxiety and depression; and accommodation support (Williams, 2015). The same report also stated they were less likely to have used class A drugs prior to custody, and less likely to link their offending behaviour to drugs. However, this group were more likely to link alcohol use to offending behaviour. More specifically, they were less likely to have used heroin, LSD, crack cocaine and unprescribed tranquilisers, and were more likely to have used cannabis, cocaine and ecstasy in the year prior to custody. A different report found low educational attainment, high levels of substance use, high levels of mental health issues, and a high prevalence of experience in the care system in prisoners aged 16-20 years (Lader, Singleton & Meltzer, 2000). Prison populations of all ages share the prevalence of these characteristics. However, it is argued that supporting younger adult prisoners effectively provides an increased opportunity to intervene and improve outcomes (HMIP, 2006a).

Dealing effectively with young adults while their brain is still developing is crucial to enabling them to become successful and crime free in adulthood (HCJC, 2016). Young adult prisoners often reach a 'cliff edge' at age 18 when child services end and (more limited) adult services commence. Like older adults, this has also been described as a double jeopardy in that young adults are at high risk of reoffending, but support services which offer protective factors, such as mental health, fall away (HCJC, 2016).

In addition, the typical young adult male brain is not fully formed until the mid-20s and young adults have more psychosocial similarities to children than adults (Livingstone, Amad & Clark, 2015). The parts of the brain that are last to develop are those involved in reward seeking regulation which is responsible for how individuals weigh long term gains and costs against short term rewards (HCJC, 2016). This lack of maturity in temperance can subsequently affect how young adults judge situations and decide to act, including their ability to exhibit consequential thinking, future oriented decisions, empathy, remorse and planning (HCJC, 2016). In addition, this can lead to the excitement of offending becoming a key obstacle to desistance; whereas older adults are increasingly likely to realise with age that ongoing criminal behaviour is not a sensible path (HCJC, 2016).

Moreover, young adults are at a stage of developing their self-identity through finding their place in the adult world, gaining independence, and settling with adult partners, all of which are key agents in desistance (Clinks, 2013). However, changes to social

norms have prolonged the age at which people reach such key markers of adulthood and they typically happen 5-7 years later than they did a few decades ago (HCJC, 2016). For example, the average age at marriage has increased from mid-twenties to early to mid-thirties since the 1970s (Office for National Statistics, 2015). Furthermore, involvement in the CJS even at a low level, can hinder the development of a sense of self during the transition into adulthood (HCJC, 2016). This is because a sense of identity is formed in the context of other anti-social young people, while a prior sense of identity is weakened by often complex histories involving abuse, violence, residential care and mental ill health (HCJC, 2016). The HCJC therefore concluded that all young adults in custody are vulnerable.

Responding to the needs of young adult prisoners effectively is important because while they commit proportionately more offences than other age groups, they have the most potential to stop committing offences (HCJC,2018). Such a group are also resource intensive because their behaviour can be challenging to manage; they are over-represented in fights, more likely to be victims of assault, and more likely to self-harm in custody (National Offender Management Service, NOMS, 2015a). At the same time, they are less likely to respond to punishment and longer-term incentive schemes (such as the current prison incentives and earned privileges (IEP), schemes) because their immaturity in behaviour regulations means they are more likely to respond to immediate rewards (HCJC, 2016). In addition, young adults in prison are more likely to find themselves within prison cultures where illicit prisoner economies,

victimisation and bullying are so entrenched that they are not seen as harmful or exploitative by staff or prisoners (Harris, 2015). However, the HCJC (2018) argued that successive governments have failed to recognise and act on these factors. NOMS (2015a) have published guidance on the treatment of young adult prisoners which states that staff should support them to develop a pro-social identity, build resistance to peer influence, develop self-sufficiency and independence, build skills to manage emotions and impulses, increase future orientation, and strengthen bonds with family and others. However, it has been argued that the guidance only encourages prisons to treat younger adults differently and that it is for prison Governors to adopt these approaches in the absence of a specific mandate to do so (HCJC, 2016). Reports also suggest a lack of purposeful activity for young people, with HMIP referring to young men 'sleeping through their sentences' (HMIP, 2011a p5).

3.1.4 Prisoners with learning needs

There appears to be no consistent definition of learning difficulty and learning disability. An IQ of less than 70 is generally acknowledged as the level for a formal definition of learning disability (Loucks & Talbot, 2009). APA Guidelines (2017) suggests an IQ of 70-75 or below is indicative of a significant limitation of intellectual functioning. However, formal assessment of IQ and screening for learning disabilities in prison settings is rare (Myers, 2004). This has produced variations in the estimates of learning disability prevalence in prisons. One study estimated that 7% of people who have contact with the CJS have a learning disability (Loucks & Talbot, 2009),

compared to less than 0.5% of the general population (NHS Digital, 2019). Similarly, Mottram (2007) found that 7% of prisoners have an IQ of less than 70 and a further 25% had an IQ of less than 80. However, an earlier study found that 20% of the prison population had some form of hidden disability that undermined their performance in education and work (Rack, 2005) and at the same time, the Disability Rights Commission (2005, cited in Loucks & Talbot, 2009) reported that 20-50% of men in prison have a specific learning disability. Over a third (34%) of people who were assessed in prison reported that they had a learning disability or difficulty (PRT, 2018a). Furthermore, 80% of prisoners who identified learning disabilities or difficulties reported problems with reading prison information, expressing themselves or understanding certain words (Talbot, 2008). Fifty-four percent of people entering prison have been assessed as having the literacy skills expected of an 11-year-old (Skills Funding Agency, 2017) which is over 3 times higher than the general population (Department for Business Innovation and Skills, 2012).

Being in prison with a learning disability or learning difficulty poses significant problems. HMIP and HM Inspectorate of Probation (Criminal Justice Joint Inspection, 2015) reported that people with learning disabilities were likely to find understanding and following prison routines and rules very difficult, but that prisons tended to have given little thought to adapting the prison regimes in order to meet their needs. People with learning needs are likely to be particularly disadvantaged by their difficulties in understanding written information, such as prison rules and filling in

forms for essentials such as ordering meals, booking visits and requesting healthcare appointments (Murphy, Gardner & Freeman, 2017). In addition, Talbot and Riley (2007) also found that prisoners with learning difficulties or disabilities were more likely than prisoners without learning needs to have broken a prison rule, been subject to control and restraint, and spent time in segregation. Also, it has been evidenced that prisoners with learning difficulties or disabilities are less likely to attend education or employment in prison (Greenberg, Dunleavy & Kutner, 2003). Lower attendance in such activities is indicative of greater periods of time spent doing nothing which is also a risk factor in suicide and self-harm (Liebling, 1992). People with learning needs are less likely to be able to address their offending behaviour through attendance on programmes because few have been adapted to meet their needs (Bean & Nemitz, 1994).

Similarly, prison staff have also reported that people with learning difficulties or learning disabilities are more likely to be victimised by other prisoners (Loucks & Talbot, 2009). These challenges are within the context of reduced staffing and overcrowding, which consequently means a higher ratio of prisoners to staff, providing less opportunities for staff to devote time to people in prison who require extra support (Loucks & Talbot, 2009). Furthermore, prison staff have reported that they are rarely alerted when someone requiring extra support due to learning needs enters custody, or moves onto the unit or wing where they are based, and that when this does happen, it is vague and communicated only verbally (Loucks & Talbot, 2009). In

the same report, staff stated that where support was available to prisoners who needed it, the quality was low. These observations were echoed in the Criminal Justice Joint Inspection report (2015) which found that prisoners were not routinely screened for learning disabilities or learning difficulties, information about learning needs was rarely shared with relevant staff, prison staff were often frustrated by a lack of support from social and healthcare agencies, and in most cases, prisons and probation were failing to make reasonable adaptations to meet the needs of people with learning disabilities.

3.1.5 Prisoners with language needs

There is little information available in existing literature about prisoners with language needs/those whose first language is not English. However, there is considerable literature relating to foreign nationals in prison. The term foreign national encompasses many different people. It includes people who came to the UK as children with their parents, second generation immigrants, asylum seekers, refugees with indefinite leave to remain, European nationals, those who entered the UK illegally or those who entered the UK as students, visitors or workers (PRT, 2018b). In prisons, foreign nationals are categorised as anyone who is a non-UK passport holder (HMIP, 2006b). On 31st March 2018, there were 9,318 foreign nationals in prison, making up 11% of the overall prison population (MoJ, 2018b). Foreign national prisoners in 2017 were from 162 countries but over half were from just 9 countries (Poland, Albania, Ireland, Romania, Jamaica, Lithuania, Pakistan, Somalia and

Portugal (MoJ, 2018b)). Over 80% of foreign nationals sent to prison in 2017 were sentenced or remanded for non-violent offences (PRT, 2018a).

The needs of foreign nationals, like females, are reported to have been largely disregarded in the CJS until recently, and the population have previously been labelled 'the forgotten prisoners' (PRT, 2004, p1). There has been a turbulent history regarding the detention of foreign nationals in England and Wales. In 2006, their relative anonymity in the system disappeared when over 1,000 foreign nationals were suddenly released before the immigration authorities could assess their suitability to remain or be deported. The media discovered this and there was widespread public outcry and political backlash which served to exacerbate concerns relating to immigration and crime. Foreign nationals were portrayed by the media as dangerous individuals, managed by incompetent criminal justice and immigration systems (Banks, 2011).

Although the events described above led to further stigmatisation of foreign nationals in the CJS, they also lead to further investigation into the needs of foreign national individuals in prison. HMIP carried out two investigations (HMIP, 2006b, 2007) and found that prisons were largely not meeting their needs. Bhui (2009) reported that foreign nationals detained in prisons faced specific challenges regarding family contact, immigration uncertainty, and language difficulties, and that these challenges subsequently led to disadvantages on a number of levels including socio-economic status and cultural difficulties. In particular, language difficulties are known to

exacerbate and permeate all other challenges faced by foreign nationals in prison (Bhui, 2009). Prisoners in the UK population who do not speak English are locked up in a world with rights, rules and regulations that they do not understand (Slade, 2015). Added to this, HMIP (2011b) found that translation services in prisons were generally found to be of poor standards and were not systematically used by staff or prisoners. Furthermore, foreign nationals are reported to become frequently frustrated at not being understood by staff, having little to read in their own language and missing out on basic provisions such as association, gym time and showers because they have not understood basic instructions (Bhui, 2004, 2009). PRT (2004) reported that other prisoners were often used as informal translators which raises concern about confidentiality and the accuracy of information. Language barriers also mean that foreign national prisoners have less access to offending behaviour programmes in custody (PRT, 2004). The language barriers faced by foreign national prisoners are argued to contribute to cultural deprivation, a double burden of a 'prison within a prison' because there are few or no other prisoners and staff to converse with (Richards, McWilliams, Batten, Cameron & Cutler, 1995a, p196). The resulting isolation can allow fear to take over, causing immense trauma (Slade, 2015). These challenges have significant implications for safer custody (suicide, self-harm and violence levels) amongst foreign nationals in prison.

The maintenance of family ties is a concern for most prisoners (Farmer, 2017) but this is likely to be considerably more complex for many foreign national prisoners. It is

significantly more problematic to maintain communications with family outside of the UK than within the UK, and this has implications for mental health and wellbeing (Richards et al., 1995b). Supportive family networks have been evidenced as a protective factor against suicide (Borrill, Snow, Medlicott, Teers & Paton, 2005). Therefore, given that the maintenance of family ties for foreign national prisoners is often more challenging, this is indicative of an increased suicide risk for foreign national prisoners. In addition, it is likely that many foreign national prisoners will worry about their family's welfare (Boriill & Taylor, 2009). Visits from family members outside the UK are unlikely, and existing policies aimed at increasing family visits (such as extended visits, temporary releases and Assisted Prison Visits financial support for UK travel) are likely to be irrelevant to foreign national families because they just cannot get to the intended prison site (Richards et al., 1995b). Visas may also cause complications for visiting families, even if they have the means to visit. Phone calls are more likely to be problematic due to the increased cost of calling a foreign country and differences in time zones (Richards et al., 1995b).

A further additional need for foreign national prisoners relates to their immigration status. Anyone who has committed multiple offences in the previous two years or who is sentenced to a year or more is subject to automatic deportation consideration (McGuiness, 2017). However, many remain in detention after their original sentence has been served, awaiting deportation. They can remain in prisons or be transferred to Immigration Removal Centres (Warr, 2016). Foreign national prisoners experience

a liminality brought about by the lack of information and readily available support and these issues are further exacerbated by language issues (Richards et al., 1995b). In prison, foreign nationals are less likely to have access to legal advice and the internet to support asylum claims and appeals against deportation (Lazarus, 2004). A lack of contact from authorities and frequent last-minute decision making creates further anxiety (Bhui, 2009). It is also argued that foreign national prisoners often have concerns about how their offence and deportation would be viewed in their home countries, with anticipated family shame, especially in cultures with a strong emphasis on responsibilities and honour (Borrill and Taylor, 2009). In addition, some countries may be particularly dangerous to return to (and in some cases too dangerous for deportation to proceed) or the country may not recognise the person as a citizen (Bosworth, 2011) which causes further delays to immigration processes and contributes to the liminality experienced.

Richards et al. (1995a) further argued that foreign national prisoners are socially and economically disadvantaged in prison. Their lack of language skills and unfamiliarity with the culture means they are less likely to be able to 'play' the system and, as a result, they tend to be low in the prison hierarchy. They are economically disadvantaged in official and unofficial prison economies because their families are less likely to be able to visit and send money to them. Consequently, they are less likely to be able to access both licit and illicit items for them to use as bargaining power in custody (Richards et al., 1995b). Additionally, the highest paid jobs in

prisons often require a basic level of English and, therefore, foreign nationals are denied access to them. Instead, they are more likely to be directed towards English classes offered by prison education departments, and education attendees typically receives a lower rate of pay than those attending prison employment (Richards et al.., 1995b).

There are also arguments related to the psychological status of foreign nationals in prison. For example, Warr (2016) built on Sykes' (1958) pains of imprisonment hypothesis to argue that the unique challenges faced by foreign national prisoners result in exacerbated pains related to a lack of certitude (a state of being certain or confident), legitimacy and hope. Certitude, similarly to liminality, results from indefinite incarceration periods coupled with the difficulties of trying to navigate 'labyrinthine' police and Home Office systems (Warr, 2016). Allied to this is the finding that prison officers are often very ill equipped to support foreign national prisoners with immigrations issues. Legitimacy refers to the willingness of prison populations to accept the terms of their imprisonment. Warr (2016) argues that a lack of trust and transparency between immigration officials and foreign nationals in detention, particularly once the main sentence for their crime has been served, undermines this legitimacy. Finally, in the absence of an ability to plan for the future and achieve any stability due to concerns around immigration, language, family ties, culture, and a lack of access to the rehabilitative and resettlement functions in prisons,

hope is often diminished and replaced with feelings of despair, distress hopelessness and grief (Warr, 2016).

Based on the needs highlighted above, Bhui (2009) concluded that foreign nationals in prison should be considered a distinct category of the prison population with management and welfare needs. Since then, there appears to have been faltering progress towards addressing this challenge (Barnoux & Wood, 2013, Warr, 2016). Unsurprisingly, foreign national prisoners have been over-represented in safer custody statistics relating to suicide and self-harm. From 2000-2006, there was an average of 6 deaths in custody per year amongst the foreign national prison population. In 2007, this increased dramatically to 24, accounting for 16% of deaths in custody (Barnoux & Wood, 2013). In 2008, they made up 28% of deaths in custody and it was feared that policy changes affected the psychological well-being of foreign national prisoners (Borrill & Taylor, 2009). Some theory has also been applied to the levels of suicide amongst foreign national prisoners (Borrill & Taylor, 2009). For example, entrapment theory (Williams, Crane, Barnhofer & Duggan, 2005) argues that suicide occurs when people experience hopelessness about the present and the future, and when people experience events as defeat and humiliation from which they are unable to escape and see no possibility of rescue. It is not difficult to see how this applies to foreign national prisoners given the information presented above. These challenges are in addition to the fact that many foreign nationals detained have previously been subjected to torture and trafficking (PRT, 2018b).

Furthermore, the idea that foreign nationals are an inherently dangerous group of individuals is not reflected in statistics (Banks, 2011). Consistently, it has been found that most foreign national prisoners are serving sentences for drug-related offences (Richards, et al., 1995a, b). Thirty-eight percent of foreign national men served sentences for drugs while the most common type of offence among British men were violent offences (28%; MoJ, 2010). Fifty-eight percent of foreign national women were serving prison sentences for drug-related offences compared to 24% of British women (MoJ, 2010). Additionally, a significant proportion of foreign nationals are imprisoned for fraud and forgery offences which may be the outcome of increased numbers of people entering the country through illegitimate means (Banks, 2011). In 2009, 12% of the foreign national prison population were imprisoned for fraud related offences, compared to 2% of the British prison population (MoJ, 2010). This level is even higher amongst foreign national women (41%, PRT, 2012). Despite the lack of offences indicative of serious harm, foreign national prisoners are less likely to be granted early release on home detention curfew, release on temporary licence or category D status, even if they display good behaviour (Bhui, 2009). The reasons for this are unclear.

3.1.6 Prisoners experiencing mental health issues

Mental health is described by the World Health Organisation (WHO, 2014) as a state of wellbeing in which individuals can realise their own potential, can cope with the stresses of life, can work productively and are able to contribute to their community. The mental health of any prisoner can deteriorate if their needs are not met, and

prisoners whose mental health needs are not met may be at increased risk of reoffending (Durcan & Zwemstra, 2013). The high prevalence of mental health issues amongst prison populations has been widely reported, although many reports are old, and more up to date data is required (National Audit Office, 2017). The prevalence of mental health problems in prison populations has been reported as between 50% and 90% in the UK and internationally (Brooker, Repper, Beverley, Ferriter & Bewer, 2002; Fazel & Danesh, 2002). Seventy percent of prisoners were reported to have two or more mental health and substance use problems (Singleton, Meltzer, Gatward, Coid & Deasy, 1998). Twenty-six percent of women and 16% of men said they had received treatment for a mental health problem during the year prior to custody (Light, Grant & Hopkins, 2013).

Related to the prevalence of mental health problems, self-inflicted deaths are 5 times higher in custody than the general population (PRT, 2018a) with 120 self-inflicted deaths (the highest on record) in prisons in England and Wales during 2016 (National Audit Office, 2017). The UK Prisons and Probations Ombudsman (PPO, 2016b) reported that 70% of people who died from self-inflicted death while in prison were found to have been identified as people with mental health needs. However, concerns about mental health problems had only been raised on entry to prison for just over half of those people (PPO, 2016b). The PPO (2016b) also found that 20% of those diagnosed with a mental health problem received no care from a mental health professional during their time in prison. Alongside, self-inflicted deaths, self-harm is

also prevalent. There were 40,161 self-harm incidents reported in English and Welsh prisons in 2016 (National Audit Office, 2017)

Mental health is also often accompanied by substance use problems, poor physical health, histories of trauma, relationship difficulties, poor education and poor housing situations. Consequently, access to mental health support requires access to a range of psycho-social support (Durcan & Zwemstra, 2013). Similarly, Durcan (2008) found there were several aspects of prison that challenged mental well-being including bullying, family concerns, lack of trust in others, little meaningful activity, no privacy, worries over release, incompatibility with cell mates, poor diet, limited access to physical activity and difficulty accessing healthcare services. A report by the World Health Organisation (WHO, 2008) also identified that factors of overcrowding, violence, solitude and isolation, lack of privacy and activity, inadequate health services and insecurity about the future impact on mental health in prisons.

Despite up to 37% of the average monthly prison population in English and Welsh prisons reporting mental health or wellbeing issues at any one time (31,328 people), just 9% of the prison population (7,917 people) were recorded by NHS England as receiving treatment for mental health illnesses in prison in England in March 2017 (National Audit Office, 2017). The same report argued that the British Government does not collect enough, or good enough, data about mental health in prisons which makes it hard to plan services or measure outcomes for people with mental health

issues. Edgar and Rickford (2009) argue that prison and mental health is a distressing mis-match and resources for managing mental health in prison are inadequate.

3.1.7 Prisoners with substance use issues

Substance use is a serious threat to the security of prisons, the health of prisoners and the safety of prisoners and staff (Prime, Ranns, Pearce, Engelen & Roberts, 2015). Many people arrive in prison with drug and alcohol dependency while some develop drug dependency while in prisons, and studies show that people who use drugs are more likely to engage in crime than those who do not (Bennett, Holloway & Farrington, 2008). In the UK prison population, the rate of drug dependency has been reported at 43% with hazardous alcohol use being as high as 63%; both were often accompanied by mental health issues (Singleton, et al., 1998). A later systematic review reported prevalence rates of between 18-30% for alcohol abuse amongst male prisoners and 10-48% for drug abuse. Drug abuse prevalence was higher amongst female prisoners (30-60%), but alcohol abuse was lower (10-24%) (Fazel, Bains & Doll, 2004). However, this is old research and since its completion, the drug landscape in prisons has changed significantly since 2011, with a reduction in the number of people accessing support for opiate use and the introduction of synthetic cannabis/ psychoactive substances such as 'spice' and 'mamba'. More recent data suggests that 18% of people in prison are engaged in illicit drug use while in custody (Prime et al., 2015). The reality of this is likely to be much higher, since this was self-report data provided to the prison's inspectorate. Self-report data is subject to presentation

biases, social desirability and a respondent's ability to recall information; social stigma and a risk of legal repercussions may limit the willingness to disclose drug use in custody (Napper, et al., 2010). Similarly to mental health, more recent data in relation to the severity and frequency is required.

Many people with convictions who report using drugs attribute a direct link between using substances and their offence (e.g. Liriano & Ramsay, 2003), but there is ongoing debate about a causal link (Casey & Day, 2014). Substance use has been shown to be differentially associated with crime type. For example, acquisitive crime has been associated with more frequent use of opioids like heroin as a means to fund its continued use (Bennett & Holloway, 2005). Drug use is also associated with violent crime. Goldstein (1985) proposed three different functions of violence in relation to substance use: psychopharmacological violence where violence results directly from the effects of the substance ingested; systemic violence where aggressive patterns of interaction arise from dealing and trafficking substances in the absence of legal sanctions or guidelines which govern the drug market; and economic compulsive violence whereby economically oriented violent crime is committed to support the costs of substance use, in the absence of legitimate means to finance drug use. Menard and Mihalic (2001) have also proposed that some people use alcohol or drugs to celebrate the commission of an offence. Recent research found that participants who were dependent on opioids were almost three times as likely to have committed a property offence while participants who were dependent on stimulants were more

than 5 times as likely to have committed a violent offence in the month prior to interview (Sutherland et al., 2015). Substance use is also known to be a risk factor for suicide in custody (Fruehwald, Matschnig, Koenig, Bauer & Frottier, 2004) and on release from prison (Seaman, Brettle & Gore, 1998). Like mental health issues, substance use is often associated with additional psychosocial needs such as poor housing, poor health and chaotic lifestyles, and, therefore, addressing substance use requires a whole prison approach (Prime et al., 2015).

3.1.8 Recidivist populations

There is widespread publicity that prison is, overall, not effective at preventing people from reoffending, with short sentences being particularly ineffective (MoJ, 2019a). Reoffending rates are provided frequently by the MoJ, and the data in this section was taken from their January 2016-March 2016 data (MoJ, 2018j). The overall reoffending rate for all types of sentence was 29.6%. This equates to 146,000 proven repeat offences over a one-year follow-up period. Of those who reoffended, the data reported that they committed an average of 3.87 offences each. Significantly, the average number of repeat offences has gradually increased since 2009 and at the time of the MoJ report, was at its highest rate since 2005. Those people with the highest number of previous offences were most likely to reoffend again. For example, the reoffending rate for adults with no previous offences was 7.3%, compared to a rate of 49.9% for those with 11 or more previous offences. The latter group of people are particularly problematic; those with 11 or more previous offences made up 38% of all adults in the

reoffending cohort but it was calculated that they were responsible for over 75% of all proven reoffending.

Reoffending following release from custodial settings is also particularly high; for adults released from custody, the reoffending rate increased to 48.7%. For those released from short sentences (under 12 months) the reoffending rate was even higher at 64.6% (compared to 29.9% for individuals serving determinate sentences of 12 months of more). Regarding the type of offence, people convicted of theft offences had the highest reoffending rates at 50.8% while people convicted of fraud offences had the lowest reoffending rates (11.6%, MoJ, 2018j). Offences of violence against the person have shown the largest increase in reoffending since 2005, when compared against all other offence types (MoJ, 2018j). The same data showed that women have much lower rates of reoffending; just 17% of people who reoffended were female.

While issues in areas such as housing, employment, finances, family relationships, health and substance use have been implicated in reoffending and addressing these areas are considered pathways to reducing reoffending (for example, Social Exclusion Unit, 2002), there appears to be a scarcity of recent research specifically related to the specific needs of people who reoffend on multiple occasions and what may be underlying their behaviour.

3.1.9 Summary

To summarise, existing literature has shown that people in the prison populations outlined above have different needs. However, none of the research discussed relates to the specific point of entry into custody, and much of the data comes from policy and parliamentary reports rather than academic research. This chapter will present data from court to address this. Based on the information presented so far, it is hypothesised that the following groups will have different custody characteristics and higher levels of need:

1) Women (in comparison to men)
2) Remand participants (in comparison to sentenced populations)
3) Participnts in older (over 50) age groups and participants in the younger age groups (18-21) (in comparison to participants not in those age groups)
4) Participants with learning needs (in comparison to those without learning needs)
5) Participants whose first language is not English (in comparison to those whose first language is English)
6) Participants experiencing mental health issues (in comparison to those not experiencing mental health issues).
7) Participants experiencing substance use issues (in comparison to those not experiencing substance use issues)

8) Participants who have been seen on more than one occasion will have different custody characteristics such that the number of appearances will be correlated with level of need.

It is recognised that there will be considerable overlap between the groups investigated throughout this chapter. For example, one participant could be a female, on remand, with mental health and substance use needs. However, the data will be analysed with reference to each individual group in line with media portrayals and previous literature in these areas.

3.2 Method

As the same data set used in Chapter 2 has been used to produce the results for this chapter, the description of the method will not be repeated. The analysis adopted was also the same, using Pearson's chi-squared analysis followed by logistic regression analysis on a data set amended through multiple imputation, all completed using IBM SPSS 23. A Pearson's chi-squared test was suitable due to the level of data being nominal. Consideration was given to the reporting of Fisher's exact tests instead of the Pearson's chi-squared test where the expected cell count was under 5, as has often been recommended in statistics guidance. However, arguments against this have also been produced. For example, Lydersen, Fagerland and Laake (2009) provide an extensive argument that Fisher's exact tests are unnecessarily conservative with lower power and therefore their use is not recommended (Bachetti, 2009, cited in Lydersen

et al., 2009). It has been argued that conservatism is a bias and that the accuracy of a chi-squared test is preferable. When Pearson's chi-squared tests and Fisher's exact tests were run on the current data, there were very few differences, and none of the resulting statistics meant the difference between a statistically significant versus not significant outcome. As a result, Pearson's chi-squared tests were utilised, even where there were small numbers within groups. To investigate the custody information and level of need for each group, only the data from first appearance was included; additional appearances were excluded in the same way as the data in Chapter 2. However, data from all appearances was required for the final analysis of repeat participants. To analyse the data in relation to repeat participants, the prevalence of each characteristic/need at each appearance number was calculated as a percentage. A Spearman's Rho test of correlation was then utilised to assess the correlation between characteristic/need and appearance number. A Spearman's Rho test of correlation was chosen over a Pearson's correlation coefficient because the data in relation to appearance number was ordinal and therefore was identified as non-parametric data; parametric data is is required for a Pearson's correlation coefficient.

3.3 Results

3.3.1 Women in the Criminal Justice System

Table 3.2 Custody Information females vs males

Characteristic		n	Total n (%)	Male n (%)	Female n (%)	X^2(df)	p
COURT	Magistrates	1093	836 (76.5)	780 (76.6)	56 (74.7)_	0.07	.794
	Crown		257 (23.5)	238 (23.4)	19 (25.3)	(1)	
CUSTODY STATUS	Remand	1057	565 (53.5)	450 (45.8)	42 (56.8)	3.33	.068
	Sentenced		492 (46.5)	533 (54.2)	32 (43.2)	(1)	
AGE GROUP	Young	1082	96 (8.9)	94 (9.3)	2 (2.7)	4.16	.125
	Main		909 (84.0)	844 (83.7)	65 (97.8)	(2)	
	Older		77 (7.1)	70 (6.9)	7 (9.5)		
SENTENCE LENGTH Months	Under 1	506	40 (7.9)	36 (7.8)	4 (9.5)	5.31	.150
	1 - under 6		254 (50.2)	227 (48.9)	27 (64.3)	(3)	
	6 - under 12		85 (16.8)	79 (17.0)	6 (14.3)		
	12+		127 (25.1)	122 (26.3)	5 (11.0)		
EXPECTATION OF CUSTODIAL OUTCOME	Expected	882	666 (75.5)	620 (75.4)	46 (76.7)	0.05	.829
	Unexpected		216 (24.5)	202 (24.6)	14 (23.3)	(1)	
PREVIOUS CUSTODY	Yes	1067	688 (64.5)	654 (65.9)	34 (45.3)	12.91	<.001*
	No		379 (35.5)	338 (34.1)	41 (54.7)	(1)	
RECEIVING PRISON	Nearest local	1093	1045(95.6)	970 (95.3)	75 (100.0)	1006.07(4)	<.001*
	Other Prison		48 (4.4)	48 (4.7)	0 (0.0)		
OFFENCE INFORMATION	Acquisitive	507	153 (30.2)	147 (30.6)	6 (23.1)	13.74	.089
	Violent		173 (34.1)	162 (33.7)	11 (42.3)	(8)	
	Drug related		41 (8.1)	38 (7.9)	3 (11.5)		
	Child sexual		22 (4.3)	22 (4.6)	0 (0.0)		
	Adult sexual		18 (3.6)	18 (3.7)	0 (0.0)		
	Against property		15 (3.0)	15 (3.1)	0 (0.0)		
	Driving		27 (5.3)	27 (2.7)	0 (0.0)		
	Fraud		14 (2.8)	11 (1.1)	3 (11.5)		
	Other		44 (8.7)	41 (8.5)	3 (11.5)		

Table 3.3 Needs Information females vs males

Characteristic		N	Total n (%)	Male n (%)	Female n (%)	X^2(df)	p
FIRST LANGUAGE	English	1083	920 (84.9)	851 (84.4)	69 (92.0)	4.58 (8)	.801
	Other European		146 (13.5)	140 (13.9)	6 (8.0)		
	Other non-European		17 (1.6)	17 (1.7)	0 (0.0)		
LEARNING NEEDS	Yes	1050	149 (14.2)	145 (14.8)	4 (5.5)	4.89 (1)	.027
	No		901 (85.8)	832 (85.2)	69 (94.5)		
IMMEDIATE CONCERN	Yes	1093	592 (54.2)	539 (52.9)	53 (70.7)	8.84 (1)	.003*
	No		501 (45.8)	479 (47.1)	(22 (29.3)		
SECURITY CONCERNS	Yes	1093	294 (26.9)	280 (27.5)	14 (18.7)	2.78 (1)	.096
	No		799 (73.1)	738 (72.5)	61 (81.3)		
PHYSICAL HEALTH	Yes	1093	506 (46.3)	460 (45.2)	46 (61.3)	7.33 (1)	.007
	No		587 (53.7)	558 (54.8)	29 (38.7)		
GP REGISTRATION	Yes	969	776 (80.1)	710 (78.9)	66 (95.7)	11.29 (1)	.001*
	No		193 (19.9)	190 (21.1)	3 (4.3)		
MENTAL HEALTH	Yes	1093	465 (43.3)	415 (40.8)	50 (66.7)	19.17 (1)	<.001*
	No		628 (57.5)	603 (59.2)	25 (33.3)		
MENTAL HEALTH TYPE							
Mood disorder	Yes	420	310 (73.8)	270 (71.8)	40 (90.9)	7.43 (1)	.006
	No		110 (26.2)	106 (28.2)	4 (9.1)		
Anxiety disorder	Yes	418	121 (28.9)	102 (27.3)	19 (43.2)	4.85 (1)	.028
	No		297 (71.1)	272 (72.7)	25 (56.8)		
Psychotic disorder	Yes	418	69 (16.5)	65 (17.4)	4 (9.1)	1.96 (1)	.161
	No		349 (83.5)	309 (82.6)	40 (90.9)		
Personality disorder	Yes	418	39 (9.3)	37 (9.9)	2 (4.5)	1.33 (1)	.249
	No		379 (90.7)	337 (90.1)	42 (95.5)		
Post traumatic disorder	Yes	417	23 (5.5)	22 (5.9)	1 (2.4)	0.94 (1)	.333
	No		394 (94.5)	352 (94.1)	42 (97.6)		
SUICIDE/SELF-HARM CONCERNS	Yes	1093	170 (15.6)	154 (15.1)	16 (21.3)	2.05 (1)	.152
	No		923 (84.4)	864 (84.9)	59 (78.7)		

Characteristic		N	Total n (%)	Male n (%)	Female n (%)	X^2(df)	p
PREVIOUS MENTAL HEALTH SUPPORT	Yes	229	124 (54.1)	112 (53.1)	12 (66.7)	1.23 (1)	.267
	No		105 (45.9)	99 (46.9)	6 (33.3)		
SUBSTANCE USE	Yes	1072	538 (50.2)	497 (49.8)	41 (54.7)	0.65 (1)	.421
	No		534 (49.8)	500 (50.2)	34 (45.3)		
SUBSTANCE USE SUPPORT PRIOR TO COURT	Yes	261	119 (45.6)	107 (43.7)	12 (75.0)	5.94 (1)	.015
	No		142 (54.4)	138 (56.3)	4 (25.0)		
SUBSTANCE USE RELATED TO OFFENDING SUBSTANCE TYPES	Yes	157	93 (59.2)	88 (58.3)	5 (83.3)	1.50 (1)	.221
	No		64 (40.7)	63 (41.7)	1 (16.7)		
Opiates	Yes	523	250 (47.8)	226 (46.9)	24 (58.5)	2.06 (1)	.152
	No		273 (52.2)	256 (53.1)	17 (41.5)		
Alcohol	Yes	525	201 (79.8)	185 (38.2)	16 (39.0)	0.10 (1)	.919
	No		324 (20.2)	299 (61.8)	25 (61.0)		
NPS	Yes	526	76 (14.4)	69 (14.2)	7 (17.1)	0.25 (1)	.619
	No		450 (85.6)	416 (85.8)	34 (82.9)		

*still significant following Bonferroni correction.

Tables 3.2 and 3.3 above indicate the following significant associations between male and female prisoners at the point of entry into custody:

1) Women were far less likely to have experienced previous custody than men.
2) Women were far more likely to go to their nearest local prison than men, who were more dispersed.
3) Women had a much lower prevalence of learning needs than men.
4) Immediate concerns were more likely to be identified in women than men.
5) Women were more likely to report physical health issues than men.
6) Women were more likely to report mental health issues than men.

7) Women were more likely to be registered with a GP than men
8) Of those participants who disclosed mental health issues, depression and anxiety were more prevalent amongst women than men.
9) Women were more likely than men to have accessed substance use support prior to court.

The logistic regression analysis is shown in Table 3.4.

Table 3.4 Association of participant needs and gender

Characteristic (Reference category)	**Exp (B)**	**95%CI**	**p**
Court (Magistrates)	1.545	0.584-4.088	.370
Young adult (No)	7.28	0.764-69.386	.084
Older prisoner (No)	1.364	0.258-7.211	.692
Language needs (No)	1.574	0.530-4.678	.412
Sentenced vs remand (sentenced)	2.086	0.980-4.438	.056
Previous prison experience (No)	2.907	0.706-11.960	.119
Expected custody (No)	0.758	0.348-1.650	.478
Acquisitive	0.552	0.146-2.080	.365
Violent (Acquisitive)	0.96	0.201-4.575	.955
Drugs (Acquisitive)	0.96	0.201-4.575	.955
Sex offences (Acquisitive)	0	0	.998
Immediate concern (No)	0.423	0.192-0.930	.033
Security concern (No)	2.954	0.561-15.543	.172
Learning need (No)	3.814	0.960-15.158	.057
Registered with GP (No)	0.348	0.085-1.428	.140
Physical health issue (No)	0.71	0.391-1.291	.261
Mental health issue (No)	0.381	0.196-0.743	.005
Suicide/self-harm concerns (No)	2.594	0.561-15.543	.172
Substance use issue (No)	0.872	0.382-1.992	.737

The logistic regression analysis indicated that the presence of immediate concerns and mental health issues were associated with females. The absence of a learning disability and remand status were also nearing significance.

3.3.2 Remand populations

Table 3.5 Custody Information Remand vs Sentenced

Characteristic		**n**	**Total n (%)**	**Sentenced n (%)**	**Remand n (%)**	**X^2(df)**	**p**
GENDER	Males	1057	983 (93.0)	450 (91.5)	533 (94.3)	3.33 (1)	.068
	Females		74 (7.0)	42 (8.5)	32 (5.7)		
COURT	Magistrates	1057	800 (75.7)	279 (56.7)	521 (92.2)	180.16 (1)	<.001*
	Crown		257 (24.3)	213 (43.3)	44 (7.8)		
AGE GROUP	Young	1046	92 (8.8)	41 (8.5)	51 (9.1)	0.25 (2)	.881
	Main		880 (84.1)	411 (84.7)	469 (83.6)		
	Older		74 (7.1)	33 (6.8)	41 (7.3)		
EXPECTATION OF CUSTODIAL OUTCOME	Expected	849	634 (74.7)	282 (71.0)	352 (77.9)	5.23 (1)	.022
	Unexpected		215 (25.3)	115 (29.0)	100 (22.1)		
PREVIOUS CUSTODY	Yes	1031	653 (63.3)	295 (61.1)	358 (65.3)	2.00 (1)	.157
	No		378 (36.7)	188 (38.9)	190 (34.7)		
OFFENCE INFORMATION	Acquisitive	495	150 (30.3)	77 (35.8)	73 (26.1)	31.42 (8)	<.001*
	Violent		170 (34.3)	58 (27.0)	112 (40.0)		
	Drug related		40 (8.1)	17 (7.9)	23 (8.2)		
	Child sexual		22 (4.4)	10 (4.7)	12 (2.1)		
	Adult sexual		18 (3.6)	2 (0.9)	16 (5.7)		
	Against property		13 (2.6)	5 (2.3)	8 (2.9)		
	Driving		25 (5.0)	20 (9.3)	5 (1.8)		
	Fraud		14 (2.8)	6 (2.8)	8 (2.9)		
	Other		43 (8.7)	20 (9.3)	23 (8.2)		

Table 3.6 Needs Information Remand vs Sentenced

Characteristic		N	Total n (%)	Sentenced n (%)	Remand n (%)	X2(df)	p
FIRST LANGUAGE	English	1047	885 (84.5)	418 (85.7)	467 (83.5)	12.05 (8)	.149
	Other European		145 (13.8)	66 (13.5)	79 (14.2)		
	Other non-European		17 (1.6)	4 (0.8)	13 (2.3)		
LEARNING NEEDS	Yes	1014	143 (14.1)	62 (13.0)	81 (15.1)	0.96 (1)	.328
	No		871 (84.9)	416 (87.0)	455 (84.9)		
IMMEDIATE CONCERN	Yes	1057	571 (54.0)	244 (49.6)	327 (57.9)	7.26 (1)	.007
	No		486 (46.0)	248 (50.4)	238 (42.1)		
SECURITY CONCERNS	Yes	1057	278 (26.3)	108 (22.0)	170 (30.1)	8.98 (1)	.003*
	No		779 (73.7)	384 (78.0)	395 (69.9)		
PHYSICAL HEALTH	Yes	1057	488 (46.2)	220 (44.7)	268 (47.4)	0.78 (1)	.377
	No		569 (53.8)	272 (53.3)	297 (52.6)		
GP REGISTRATION	Yes	940	761 (81.0)	371 (84.7)	390 (77.7)	7.46 (1)	.006
	No		179 (19.0)	67 (15.3)	112 (22.3)		
MENTAL HEALTH	Yes	1057	451 (42.7)	192 (39.0)	259 (45.8)	5.00 (1)	.025
	No		606 (57.3)	300 (61.0)	306 (54.2)		
MENTAL HEALTH TYPE							
Mood disorder	Yes	409	305 (74.6)	137 (77.0)	168 (72.7)	0.95 (1)	.329
	No		104 (25.4)	41 (23.0)	63 (27.3)		
Anxiety disorder	Yes	407	116 (28.5)	49 (27.7)	67 (29.1)	0.10 (1)	.749
	No		291 (71.5)	128 (72.3)	163 (70.9)		
Psychotic disorder	Yes	407	67 (16.5)	23 (13.0)	44 (19.1)	2.74 (1)	.098
	No		340 (83.5)	154 (87.0)	186 (80.9)		
Personality disorder	Yes	407	38 (9.3)	20 (11.3)	18 (7.8)	1.43 (1)	.232
	No		369 (90.7)	157 (88.7)	212 (92.2)		
Post traumatic disorder	Yes	406	23 (5.7)	11 (6.2)	12 (5.2)	0.18 (1)	.674
	No		383 (94.3)	166 (93.8)	217 (94.8)		
SUICIDE/SELF-HARM CONCERNS	Yes	1057	165 (15.6)	59 (12.0)	106 (18.8)	9.15 (1)	.002*
	No		892 (84.4)	433 (88.0)	459 (81.2)		
PREVIOUS MENTAL HEALTH SUPPORT	Yes	222	119 (53.6)	52 (60.5)	67 (49.3)	2.66 (1)	.103
	No		103 (46.4)	34 (39.5)	69 (50.7)		
SUBSTANCE USE	Yes	1036	517 (49.9)	231 (47.7)	286 (51.8)	1.72 (1)	.190
	No		519 (50.1)	253 (52.3)	266 (48.2)		
SUBSTANCE USE SUPPORT PRIOR TO COURT	Yes	251	115 (45.8)	53 (47.3)	62 (44.6)	0.18 (1)	.668
	No		136 (54.2)	59 (52.7)	77 (55.4)		

Characteristic		N	Total n (%)	Sentenced n (%)	Remand n (%)	X2(df)	p
SUBSTANCE USE RELATED TO OFFENDING	Yes	154	92 (59.7)	48 (66.7)	44 (53.7)	2.70	.101
	No		62 (40.3)	24 (33.3)	38 (46.3)	(1)	
SUBSTANCE TYPES							
Opiates	Yes	504	240 (47.6)	117 (51.5)	123 (44.0)	2.55	.110
	No		264 (52.4)	110 (48.5)	154 (56.0)	(1)	
Alcohol	Yes	506	194 (38.3)	80 (35.1)	114 (41.0)	1.86	.173
	No		312 (61.7)	148 (64.9)	164 (59.0)	(1)	
NPS	Yes	506	71 (14.0)	32 (14.0)	39 (14.0)	0.00	.998
	No		435 (86.0)	196 (86.0)	239 (86.0)	(1)	

*still significant following Bonferroni correction.

Tables 3.5 and 3.6 above indicate the following significant associations:

1) Prisoners newly remanded to custody were more prevalent than sentenced prisoners in magistrates while the opposite was true in Crown Court.
2) Prisoners newly remanded were less likely to have expected a custodial outcome than those who had been sentenced.
3) Prisoners on remand were most likely to have been remanded for violent offences, while those who were newly sentenced were most likely sentenced for acquisitive offences. There was also a higher prevalence of adult sexual offences amongst prisoners who had been newly remanded.
4) Remand prisoners were more likely to have had immediate concerns raised than those who had been sentenced.
5) Remand prisoners were more likely to have security concerns raised than those who had been sentenced.
6) Remand prisoners were less likely to be registered with GPs than those who were sentenced.

7) Remand prisoners had a higher prevalence of mental health issues than those who were sentenced.
8) Remand prisoners were more likely to have suicide and self-harm concerns raised than those who were sentenced.

The logistic regression analysis is shown in Table 3.7.

Table 3.7 Association of participant needs and remand status

Characteristic (Reference category)	Exp (B)	95%CI	p
Court (Magistrates)	14.515	8.971-23.485	<.001
Young adult (No)	0.904	0.525-1.557	.716
Older adult (No)	0.832	0.450-1.539	.061
Language needs (No)	1.053	0.671-1.654	.821
Gender (male)	0.469	0.199-1.109	.081
Previous prison experience (No)	1.108	0.767-1.601	.583
Expected custody (No)	1.007	0.665-1.527	.971
Acquisitive	0.911	0.424-1.955	.791
Violent (Acquisitive)	2.54	1.154-5.593	.025
Drugs (Acquisitive)	3.581	0.971-13.203	.054
Sex offences (Acquisitive)	3.942	1.487-10.452	.008
Immediate concern (No)	0.911	0.632-1.313	.616
Security concern (No)	0.741	0.490-1.119	.153
Learning need (No)	0.642	0.399-1.031	.067
Registered with GP (No)	1.618	1.044-2.509	.032
Physical health issue (No)	0.935	0.689-1.269	.664
Mental health issue (No)	0.93	0.667-1.298	.671
Suicide/self-harm concerns (No)	0.624	0.389-1.00	.05
Substance use issue (No)	1.098	0.781-1.543	.591

The logistic regression analysis indicated that magistrates court, violent offences, sexual offences, no GP registration and suicide/self-harm concerns were significantly associated with remand status at the point of transition into prison custody. Not being an older prisoner, drug offences and the presence of a learning need were also close to significance.

3.3.3 Younger and Older prisoners

Table 3.8 Custody Information for younger and older prisoners

Characteristic		n	Total n (%)	Young n (%)	Main n (%)	Older n (%)	X^2(df)	p
GENDER	Males	1082	1008 (93.2)	94 (97.9)	844 (92.8)	70 (90.9)	4.16 (2)	.125
	Females		74 (6.8)	2 (2.1)	65 (7.2)	7 (9.1)		
COURT	Magistrates	1082	832 (76.9)	64 (66.7)	717 (78.9)	51 (66.2)	12.59 (2)	.002*
	Crown		250 (23.1)	32 (33.3)	192 (21.1)	26 (33.8)		
CUSTODIAL STATUS	Sentenced	1046	485 (46.4)	41 (44.6)	411 (46.7)	33 (44.6)	0.25 (1)	.881
	Remand		561 (53.6)	51 (55.4)	469 (53.3)	41 (55.4)		
SENTENCE LENGTH	Under 1	499	40 (8.0)	4 (9.3)	33 (7.8)	3 (8.6)	8.32 (6)	.215
Months	1 - under 6		251 (50.3)	15 (34.9)	221 (52.5)	15 (42.9)		
	6 - under 12		84 (16.8)	10 (23.3)	70 (16.6)	4 (11.4)		
	12+		124 (24.8)	14 (32.6)	97 (23.0)	13 (37.1)		
EXPECTATION OF CUSTODIAL OUTCOME	Expected	872	659 (75.6)	52 (65.8)	561 (76.6)	46 (75.4)	4.52 (2)	.104
	Unexpected		213 (24.4)	27 (34.2)	171 (23.4)	15 (24.6)		
PREVIOUS CUSTODY	Yes	1059	683 (64.5)	33 (34.7)	605 (68.1)	45 (59.2)	42.79 (2)	<.001*
	No		376 (35.5)	62 (65.3)	283 (31.9)	31 (40.8)		
OFFENCE INFORMATION	Acquisitive	506	153 (30.2)	10 (20.4)	140 (33.3)	3 (8.1)	40.28 (16)	.001*
	Violent		173 (34.2)	23 (46.9)	138 (32.9)	12 (32.4)		
	Drug related		41 (8.1)	6 (12.2)	29 (6.9)	6 (16.2)		
	Child sexual		22 (4.3)	0 (0.0)	15 (3.6)	7 (18.9)		
	Adult sexual		18 (3.6)	3 (6.1)	14 (3.3)	1 (2.7)		
	Against property		15 (3.0)	1 (2.0)	12 (2.9)	2 (5.4)		
	Driving		26 (5.1)	2 (4.1)	23 (5.5)	1 (2.7)		
	Fraud		14 (2.8)	1 (2.0)	12 (2.9)	1 (2.7)		

Characteristic		n	Total n (%)	Young n (%)	Main n (%)	Older n (%)	X^2(df)	p
	Other		44 (8.7)	3 (6.1)	37 (8.8)	4 (10.8)		

Table 3.9 Needs Information younger and older prisoners

Characteristic		N	Total n (%)	Younger n (%)	Main n (%)	Older n (%)	X^2(df)	p
FIRST LANGUAGE	English	1073	910 (84.8)	87 (90.6)	755 (83.8)	68 (89.5)	22.62 (16)	.124
	Other European		144 (13.4)	8 (8.4)	133 (14.8)	3 (3.9)		
	Other non-European		19 (1.8)	1 (1.0)	13 (1.4)	5 (6.6)		
LEARNING NEEDS	Yes	1042	149 (14.3)	25 (26.3)	118 (13.5)	6 (8.0)	14.04 (2)	.001*
	No		893 (85.7)	70 (73.7)	754 (86.5)	69 (92.0)		
IMMEDIATE CONCERN	Yes	1082	587 (54.3)	37 (38.5)	506 (55.7)	44 (57.1)	10.54 (2)	.005
	No		495 (45.7)	59 (61.5)	403 (44.3)	33 (42.9)		
SECURITY CONCERNS	Yes	1082	291 (26.9)	23 (24.0)	247 (27.2)	21 (27.3)	0.46 (2)	.794
	No		791 (73.1)	73 (76.0)	662 (72.8)	56 (72.7)		
PHYSICAL HEALTH	Yes	1082	501 (46.3)	28 (29.2)	415 (45.7)	58 (75.3)	37.58 (2)	<.001*
	No		581 (53.7)	68 (70.8)	494 (54.3)	19 (24.7)		
GP REGISTRATION	Yes	961	769 (80.0)	59 (71.1)	645 (79.9)	65 (91.5)	10.05 (2)	.007
	No		192 (20.0)	24 (28.9)	162 (20.1)	6 (8.5)		
MENTAL HEALTH	Yes	1082	461 (42.6)	27 (28.1)	401 (44.1)	33 (42.9)	9.08 (2)	.011
	No		621 (57.4)	69 (71.9)	508 (55.9)	44 (57.1)		
MENTAL HEALTH TYPE								
Mood disorder	Yes	417	307 (73.6)	17 (70.8)	266 (72.9)	24 (85.7)	2.31 (2)	.315
	No		110 (26.3)	7 (29.2)	99 (27.1)	4 (14.3)		

Characteristic		N	Total n (%)	Younger n (%)	Main n (%)	Older n (%)	X^2(df)	p
Anxiety disorder	Yes	415	120 (24.2)	7 (30.4)	107 (29.3)	6 (22.2)	0.64 (2)	.725
	No		295 (75.8)	16 (69.6)	258 (70.7)	21 (77.8)		
Psychotic disorder	Yes	415	69 (16.7)	3 (13.0)	64 (17.5)	2 (7.4)	2.09 (1)	.353
	No		346 (83.4)	20 (87.0)	301 (82.5)	25 (92.6)		
Personality disorder	Yes	415	38 (9.2)	1 (4.3)	35 (9.6)	2 (7.4)	0.82 (1)	.663
	No		377 (90.8)	22 (95.7)	330 (90.4)	25 (92.6)		
Post traumatic disorder	Yes	414	23 (5.6)	2 (8.7)	21 (5.8)	0 (0.0)	2.05 (1)	.358
	No		391 (94.4)	21 (91.3)	343 (94.2)	27 (100.0)		
SUICIDE/SELF-HARM CONCERNS	Yes	1082	168 (15.5)	15 (15.6)	136 (15.0)	17 (22.1)	2.74 (2)	.254
	No		914 (84.5)	81 (84.4)	773 (85.0)	60 (77.9)		
PREVIOUS MENTAL HEALTH SUPPORT	Yes	228	124 (54.3)	11 (55.0)	105 (55.0)	8 (47.1)	0.40 (2)	.820
	No		104 (45.7)	9 (45.0)	86 (45.0)	9 (52.9)		
SUBSTANCE USE	Yes	1064	536 (50.3)	33 (34.7)	486 (54.3)	17 (23.0)	37.04 (2)	<.001*
	No		528 (49.7)	62 (65.3)	409 (45.0)	57 (77.0)		
SUBSTANCE USE SUPPORT PRIOR TO COURT	Yes	260	118 (45.4)	1 (5.6)	114 (48.7)	3 (37.5)	12.77 (1)	.002*
	No		142 (54.6)	17 (94.4)	120 (51.3)	5 (62.5)		
SUBSTANCE USE RELATED TO OFFENDING	Yes	157	93 (59.2)	5 (41.7)	83 (59.7)	5 (83.3)	2.99 (1)	.224
	No		64 (40.1)	7 (58.3)	56 (40.3)	1 (16.7)		
SUBSTANCE TYPES								
Opiates	Yes	521	250 (48.0)	4 (12.1)	240 (51.0)	6 (35.3)	19.77 (2)	<.001*
	No		271 (52.0)	29 (87.9)	231 (49.0)	11 (64.7)		
Alcohol	Yes	523	199 (38.0)	7 (21.2)	181 (38.3)	11 (64.7)	9.10 (2)	.011
	No		324 (62.0	26 (78.8)	292 (61.7)	6 (35.3)		
NPS	Yes	524	76 (14.5)	16 (48.5)	60 (12.7)	0 (0.0)	34.92 (2)	<.001*
	No		448 (85.5)	17 (51.5)	414 (87.3)	17 (23.0)		

*still significant following Bonferroni correction.

Tables 3.8 and 3.9 above indicate the following significant associations regarding prisoner age groups:

1) Older prisoners (over 50 years) and young adults (aged 18-20) were less likely to have been seen in magistrates' court at their point of transition into custody compared to core adult prisoners.
2) Older prisoners and young adults were less likely to have been in prison before compared to core adult prisoners.
3) Older prisoners and young adults were less likely to be imprisoned for acquisitive offences compared to core adult prisoners. Young adults were more likely to be imprisoned for violent offences compared to core adult prisoners and older prisoners. Older prisoners were more likely than young adults and core adult prisoners to be imprisoned for child sexual offences.
4) Young adult prisoners were most likely to have learning needs identified compared to core adult prisoners and older prisoners. Core adult prisoners were also more likely than older prisoners to have learning needs identified.
5) Older prisoners and core adult prisoners were more likely to have immediate concerns identified compared to young adult prisoners.
6) Older prisoners were more likely to have physical health issues identified than core adult prisoners and young adults. Core adults were also more likely than young adults to have physical health needs identified.
7) Older prisoners were most likely to have GP registration, followed by core adult prisoners and young adults.

8) Core adults and older prisoners were both more likely than young adults to have mental health issues identified.
9) Core adults were most likely to have substance use issues identified, followed by young adults then older prisoners.
10) Older prisoners and core adult prisoners were more likely to have accessed substance use support prior to court. Older prisoners were less likely to have accessed than core adult prisoners.
11) Young adults were least likely to report opiate use, followed by older prisoners, then core adults. However, older prisoners were more likely to report alcohol use and young adults were more likely to report the use of psychoactive substances.

Logistic regression analyses were carried out to investigate the factors associated with being a young adult prisoner and an older prisoner. These are shown in Tables 3.10 and 3.11 below.

Table 3.10 Association of participant needs and young adult prisoners

Characteristic (Reference category)	Exp (B)	95%CI	p
Court (Magistrates)	1.144	0.582-2.249	.696
Sentenced vs remand (sentenced)	1.169	0.658-2.080	.058
Language need (No)	4.053	1.776-9.248	.001
Gender (male)	0.149	0.17-1.173	.07
Previous prison experience (No)	4.409	2.577-7.544	<.001
Expected custody (No)	1.489	0.821-2.700	.187
Acquisitive	0.79	0.149-4.180	.756
Violent (Acquisitive)	1.997	0.661-6.029	.201
Drugs (Acquisitive)	2.158	0.458-10.163	.299
Sex offences (Acquisitive)	0.437	0.093-2.053	.283
Immediate concern (No)	1.081	0.580-2.015	.807
Security concern (No)	0.893	0.451-1.766	.744
Learning need (No)	0.434	0.239-0.791	.006
Registered with GP (No)	2.275	1.267-4.086	.006
Physical health issue (No)	1.851	1.091-3.139	.022
Mental health issue (No)	2.132	1.133-4.009	.019
Suicide/self-harm concerns (No)	0.718	0.327-1.579	.410
Substance use issue (No)	1.719	1.003-2.948	.049

The logistic regression analysis indicated that the absence of language needs, a lack of previous experience of prison, the presence of learning needs, the absence of GP registration, the absence of physical health issues, the absence of mental health issues and the absence of substance use issues were associated with young adult prisoners. Sentenced status and being male were also nearing significance.

Table 3.11 Association of participant needs and older prisoners

Characteristic (Reference category)	Exp (B)	95%CI	p
Court (Magistrates)	0.706	0.327-1.525	.372
Sentenced vs remand (sentenced)	1.169	0.611-2.237	.637
Language needs (No)	1.077	0.434-2.674	.873
Gender (male)	0.827	0.109-6.265	.835
Previous prison experience (No)	0.657	0.312-1.385	.261
Expected custody (No)	0.855	0.387-1.891	.690
Acquisitive	0.411	0.083-2.045	.252
Violent (Acquisitive)	0.925	0.255-3.350	.897
Drugs (Acquisitive)	1.138	0.240-5.407	.861
Sex offences (Acquisitive)	3.755	0.402-35.034	.204
Immediate concern (No)	0.752	0.389-1.452	.394
Security concern (No)	1.783	0.715-4.446	.207
Learning disability (No)	2.200	0.860-5.623	.100
Registered with GP (No)	0.424	0.151-1.189	.102
Physical health issue (No)	0.186	0.100-0.347	<.001
Mental health issue (No)	1.417	0.761-2.636	.271
Suicide/self-harm concerns (No)	0.392	0.177-0.869	.021
Substance use issue (No)	4.062	2.021-8.161	<.001

The logistic regression analysis indicated that the presence of physical health issues, the presence of suicide and self-harm concerns and the absence of substance use issues were significantly associated with older age groups.

3.3.4 Prisoners with learning needs

Table 3.12 Custody Information for learning need versus no learning need

Characteristic		n	Total n (%)	No learning need n (%)	Learning need n (%)	X^2(df)	p
GENDER	Males	1050	977 (93.1)	832 (92.3)	145 (97.3)	4.89 (1)	.027
			73 (6.9)	69 (7.7)	4 (2.7)		
COURT	Magistrates	1050	801 (76.3)	700 (77.7)	101 (67.8)	6.94 (1)	.008
	Crown		249 (23.7)	201 (22.3)	48 (32.2)		
AGE GROUP	Young	1042	138 (13.2)	107 (12.0)	31 (20.8)	14.04	.001*
	Main		829 (79.6)	717 (80.3)	112 (75.2)		
	Older		75 (7.2)	69 (7.7)	6 (4.8)		
CUSTODIAL STATUS	Sentenced	1014	478 (47.1)	416 (47.8)	62 (43.4)	0.96 (1)	.328
	Remand		536 (52.9)	455 (52.2)	81 (56.6)		
SENTENCE LENGTH Months	Under 1	493	39 (7.9)	37 (8.7)	2 (3.0)	6.37 (3)	.095
	1 - under 6		245 (49.7)	215 (50.4)	30 (45.5)		
	6 - under 12		84 (17.0)	74 (17.3)	10 (15.2)		
	12+		125 (25.3)	101 (23.7)	24 (36.4)		
EXPECTATION OF CUSTODIAL OUTCOME	Expected	865	652 (75.4)	573 (76.8)	79 (66.4)	6.01 (1)	.014
	Unexpected		213 (24.6)	173 (23.2)	40 (33.6)		
PREVIOUS CUSTODY	Yes	1042	670 (64.3)	583 (65.1)	87 (59.2)	1.95 (1)	.162
	No		372 (35.7)	312 (34.9)	60 (40.8)		
OFFENCE INFORMATION	Acquisitive	491	145 (29.5)	124 (29.3)	21 (30.9)	6.70 (8)	.570
	Violent		169 (34.4)	146 (34.5)	23 (33.8)		
	Drug related		41 (8.4)	37 (8.7)	4 (5.9)		
	Child sexual		22 (4.5)	19 (4.5)	3 (4.4)		
	Adult sexual		17 (3.5)	12 (2.8)	5 (7.4)		
	Against property		14 (2.9)	12 (2.8)	2 (2.9)		
	Driving		27 (5.5)	26 (6.1)	1 (1.5)		
	Fraud		14 (2.9)	12 (2.8)	2 (2.9)		
	Other		42 (8.6)	35 (8.3)	7 (10.3)		

Table 3.13 Needs information learning need versus no learning need

Characteristic		N	Total n (%)	No learning need n (%)	Learning need n (%)	X^2(df)	p
FIRST LANGUAGE	English	1049	904	755 (83.9)	149 (100.0)	27.86 (8)	.001*
	Other European		128	128 (14.2)	0 (0.0)		
	Other non-European		17	17 (1.9)	0 (0.0)		
IMMEDIATE CONCERN	Yes	1050	570 (54.3)	472 (52.4)	98 (65.8)	9.23 (1)	.002*
	No		480 (45.7)	429 (47.6)	51 (34.2)		
SECURITY CONCERNS	Yes	1050	275 (26.2)	214 (23.8)	61 (40.9)	19.54 (1)	<.001*
	No		775 (73.8)	687 (76.2)	88 (59.1)		
PHYSICAL HEALTH	Yes	1050	495 (48.1)	416 (46.2)	79 (53.0)	2.41 (1)	.121
	No		555 (51.9)	485 (53.8)	70 (47.0)		
GP REGISTRATION	Yes	952	767 (80.6)	654 (79.9)	113 (85.0)	1.91 (1)	.167
	No		185 (19.4)	165 (20.1)	20 (15.0)		
MENTAL HEALTH	Yes	1050	450 (42.9)	366 (40.6)	84 (56.4)	12.96 (1)	<.001*
	No		600 (57.1)	535 (59.4)	65 (43.6)		
MENTAL HEALTH TYPE							
Mood disorder	Yes	409	303 (74.0)	250 (75.8)	53 (67.1)	2.50 (1)	.114
	No		106 (26.0)	80 (24.2)	26 (32.9)		
Anxiety disorder	Yes	407	120 (29.5)	93 (28.4)	27 (34.2)	1.04 (1)	.308
	No		287 (70.5)	235 (71.6)	52 (65.8)		
Psychotic disorder	Yes	407	68 (16.7)	45 (13.7)	23 (29.1)	10.84 (1)	.001*
	No		339 (83.3)	283 (86.3)	56 (70.9)		
Personality disorder	Yes	407	38 (9.3)	29 (8.8)	9 (11.4)	0.49 (1)	.484
	No		369 (90.7)	299 (91.2)	70 (88.6)		
Post traumatic disorder	Yes	406	22 (5.4)	17 (5.2)	5 (6.3)	0.16 (1)	.690
	No		384 (94.6)	310 (94.8)	74 (93.7)		
SUICIDE/SELF-HARM CONCERNS	Yes	1050	160 (15.2)	126 (14.0)	34 (22.8)	7.73 (1)	.005
	No		890 (84.8)	775 (86.0)	115 (77.2)		
PREVIOUS MENTAL HEALTH SUPPORT	Yes	224	122 (54.5)	97 (53.6)	25 (58.1)	0.29 (1)	.590
	No		102 (45.5)	84 (46.4)	18 (41.9)		
SUBSTANCE USE	Yes	1046	524 (50.1)	437 (48.7)	87 (58.8)	5.21 (1)	.023
	No		522 (49.9)	461 (51.3)	61 (41.2)		
SUBSTANCE USE SUPPORT PRIOR TO COURT	Yes	255	115 (45.1)	102 (47.0)	13 (34.2)	2.14 (1)	.144
	No		140 (54.9)	115 (53.0)	25 (65.8)		
SUBSTANCE USE RELATED TO OFFENDING	Yes	155	93 (60.0)	75 (58.1)	18 (69.2)	1.11 (1)	.292
	No		62 (40.0)	54 (41.9)	8 (30.8)		
SUBSTANCE TYPES							
Opiates	Yes	510	243 (47.6)	211 (49.8)	32 (37.2)	4.52 (1)	.034
	No		267 (52.4)	213 (50.2)	54 (62.8)		

Characteristic		N	Total n (%)	No learning need n (%)	Learning need n (%)	X^2(df)	p
Alcohol	Yes	512	198 (38.7)	166 (39.0)	32 (37.2)	0.09 (1)	.760
	No		314 (61.3)	260 (61.0)	54 (62.8)		
NPS	Yes	512	74 (14.5)	60 (14.1)	14 (16.3)	0.28 (1)	.598
	No		438 (85.5)	366 (85.9)	72 (83.7)		

*still significant following Bonferroni correction.

Tables 3.13 and 3.14 above indicate the following significant associations relating to prisoners with learning needs:

1) People with learning needs were more likely to be male.
2) People with learning needs were more likely to be seen on entry into custody from crown court than people with no learning needs. Conversely, those with no learning needs were more likely to be seen in magistrates' court than those with learning needs.
3) People with learning needs were more likely to be from the young adult age group than those with no learning needs.
4) People with learning needs were less likely to expect a custodial outcome than those without learning needs.
5) Every participant who identified a learning need spoke English as their first language.
6) People with learning needs were more likely to have immediate concerns identified than those with no learning needs.
7) People with learning needs were more likely to have security concerns raised than those with no learning needs.

8) People with learning needs were more likely to identify mental health issues than those with no learning needs.
9) Among those who identified mental health issues, people with learning needs were more likely to identify psychotic disorders than those with no learning needs.
10) People with learning needs were more likely to have suicide and self-harm concerns raised about them compared to people with no learning needs.
11) People with learning needs were more likely to report substance use issues compared to those with no learning needs.
12) Of those who identified substance use issues, people with learning needs were less likely to report opiate use than those with no learning needs.

The logistic regression analysis is shown in Table 3.14.

Table 3.14 Association of participant needs and learning needs

Characteristic (Reference category)	Exp (B)	95%CI	p
Court (Magistrates)	0.497	0.276-0.896	.021
Young adult (No)	0.471	0.259-0.856	.014
Older adult (No)	1.935	0.745-5.023	.174
Language needs (No)	114.04.924	0.000	.996
Gender (male)	3.601	1.082-11.987	.037
Sentenced vs remand (sentenced)	0.647	0.409-1.023	.062
Previous prison experience (No)	1.541	0.872-2.724	.131
Expected custody (No)	1.419	0.902-2.233	.129
Acquisitive	1.279	0.604-2.705	.504
Violent (Acquisitive)	0.961	0.531-1.737	.894
Drugs (Acquisitive)	0.573	0.158-2.070	.373
Sex offences (Acquisitive)	1.048	0.256-4.286	.942
Immediate concern (No)	0.956	0.562-1.626	.865
Security concern (No)	0.545	0.343-0.864	.010
Registered with GP (No)	1.062	0.571-1.978	.845
Physical health issue (No)	0.823	0.559-1.212	.324
Mental health issue (No)	0.702	0.462-1.069	.099
Suicide/self-harm concerns (No)	0.903	0.535-1.523	.701
Substance use issue (No)	0.683	0.447-1.041	.076

The logistic regression analysis indicated that entry to prison via crown court, being male, and the presence of security concerns were associated with learning needs. Remand status, the presence of substance use issues and the presence of mental health issues were also nearing significance.

3.3.5 Prisoners with language (ESOL) needs

Table 3.15 Custody Information for ESOL versus non ESOL

Characteristic		n	Total n (%)	Non ESOL n (%)	ESOL n (%)	X^2(df)	p
GENDER	Males	1083	1008 (93.1)	851 (92.5)	157 (96.3)	3.13 (1)	.077
	Females		75 (6.9)	69 (7.5)	6 (3.7)		
COURT	Magistrates	1083	828 (76.5)	688 (74.8)	140 (85.9)	9.49 (1)	.002*
	Crown		255 (23.5)	232 (25.2)	23 (14.1)		
AGE GROUP	Young	1073	96 (8.9)	87 (9.6)	9 (5.5)	4.52 (2)	.104
	Main		901 (84.0)	755 (83.0)	146 (89.6)		
	Older		76 (7.1)	68 (7.5)	8 (4.9)		
CUSTODIAL STATUS	Sentenced	1047	488 (46.6)	418 (47.2)	70 (43.2)	0.89 (1)	.345
	Remand		559 (53.4)	467 (52.8)	92 (56.8)		
SENTENCE LENGTH	Under 1	402	39 (9.7)	35 (8.1)	4 (5.7)	20.49 (3)	<.001*
Months	1 - under 6		151 (37.6)	199 (46.1)	52 (74.3)		
	6 - under 12		85 (21.1)	77 (17.8)	8 (11.4)		
	12+		127 (31.6)	121 (28.0)	6 (8.6)		
EXPECTATION OF CUSTODIAL OUTCOME	Expected	881	665 (75.5)	571 (74.4)	94 (82.5)	3.44 (1)	.064
	Unexpected		216 (24.5)	196 (25.6)	20 (17.5)		
PREVIOUS CUSTODY	Yes	1066	687 (64.4)	620 (67.8)	67 (44.1)	32.10 (1)	<.001*
	No		379 (35.6)	294 (32.2)	85 (55.9)		
OFFENCE INFORMATION	Acquisitive	507	153 (30.2)	128 (29.7)	25 (32.9)	7.76 (8)	.458
	Violent		173 (34.1)	145 (33.6)	28 (36.8)		
	Drug related		41 (8.1)	38 (8.8)	3 (3.9)		
	Child sexual		22 (4.3)	21 (4.9)	1 (1.3)		
	Adult sexual		18 (3.6)	15 (3.5)	3 (3.9)		
	Against property		15 (3.0)	11 (2.6)	4 (5.3)		
	Driving		27 (5.3)	22 (5.1)	5 (6.6)		
	Fraud		14 (2.8)	11 (2.6)	3 (3.9)		
	Other		44 (8.7)	40 (9.3)	4 (5.3)		

*still significant following Bonferroni correction.

Table 3.16 Needs information ESOL versus non ESOL

Characteristic		N	Total n (%)	Non ESOL n (%)	ESOL n (%)	X^2(df)	p
LEARNING NEEDS	Yes	1049	149 (14.2)	149 (16.5)	0 (0.0)	27.86	<.001*
	No		900 (85.8)	755 (83.5)	145 (100.0)	(1)	
IMMEDIATE CONCERN	Yes	1083	589 (54.4)	529 (57.5)	60 (36.8)	23.89	<.001*
	No		494 (45.6)	391 (42.5)	103 (63.2)	(1)	
SECURITY CONCERNS	Yes	1084	293 (27.0)	267 (29.0)	25 (15.3)	13.17	<.001*
	No		791 (73.0)	653 (71.0)	138 (84.7)	(1)	
PHYSICAL HEALTH	Yes	1083	504 (46.5)	456 (49.6)	48 (29.4)	22.52	<.001*
	No		579 (53.5)	464 (50.4)	115 (70.6)	(1)	
GP REGISTRATION	Yes	969	776 (80.1)	694 (83.9)	82 (57.7)	52.04	<.001*
	No		193 (9.9)	133 (16.1)	60 (42.3)	(1)	
MENTAL HEALTH	Yes	1083	464 (42.8)	434 (47.2)	30 (18.4)	46.80	<.001*
	No		619 (57.2)	486 (52.8)	133 (81.6)	(1)	
MENTAL HEALTH TYPE							
Mood disorder	Yes	419	310 (74.0)	291 (73.7)	19 (79.2)	0.36	.551
	No		109 (26.0)	104 (26.3)	5 (20.8)	(1)	
Anxiety disorder	Yes	417	121 (29.0)	119 (30.3)	2 (8.3)	5.29	.021
	No		296 (91.0)	274 (69.7)	22 (91.7)	(1)	
Psychotic disorder	Yes	417	68 (16.3)	66 (16.8)	2 (8.3)	1.19	.276
	No		349 (83.7)	327 (83.2)	22 (91.7)	(1)	
Personality disorder	Yes	417	39 (9.4)	39 (9.9)	0 (0.0)	2.63	.105
	No		378 (90.6)	354 (90.1)	24 (100.0)	(1)	
Post traumatic disorder	Yes	416	23 (5.5)	21 (5.4)	2 (8.3)	0.38	.536
	No		393 (94.5)	371 (94.6)	22 (91.7)	(1)	
SUICIDE/SELF-HARM CONCERNS	Yes	1083	170 (15.7)	149 (16.2)	21 (12.9)	1.15	.284
	No		913 (84.3)	771 (83.8)	142 (87.1)	(1)	
PREVIOUS MENTAL HEALTH SUPPORT	Yes	229	124 (54.1)	121 (55.8)	3 (25%)	4.33	.037
	No		105 (45.9)	96 (44.2)	9 (75%)	(1)	
SUBSTANCE USE	Yes	1070	536 (50.1)	486 (53.2)	50 (31.8)	24.50	<.001*
	No		534 (49.9)	427 (46.8)	107 (68.2)	(1)	
SUBSTANCE USE SUPPORT PRIOR TO COURT	Yes	157	93 (59.2)	83 (58.5)	10 (66.7)	3.03	.082
	No		64 (40.8)	59 (41.5)	5 (33.3)	(1)	

Characteristic		N	Total n (%)	Non ESOL n (%)	ESOL n (%)	X^2(df)	p
SUBSTANCE USE RELATED TO OFFENDING	Yes	157	93 (58.9)	83 (58.5)	10 (66.7)	0.38 (1)	.538
	No		64 (41.1)	59 (41.5)	5 (33.3)		
SUBSTANCE TYPES							
Opiates	Yes	521	249 (47.8)	231 (48.9)	18 (36.7)	2.65 (1)	.104
	No		272 (52.2)	241 (51.1)	31 (63.3)		
Alcohol	Yes	523	200 (38.2)	175 (36.9)	25 (51.0)	3.74 (1)	.053
	No		323 61.8)	299 (63.1)	24 (49.0)		
NPS	Yes	523	76 (14.5)	67 (14.1)	9 (18.4)	0.64 (1)	.424
	No		447 (85.5)	407 (85.9)	40 (81.6)		

*still significant following Bonferroni correction.

Tables 3.15 and 3.16 above indicate the following significant interactions regarding people who have English as a secondary or other language (ESOL):

1) People with ESOL needs were more likely to be seen at the point of transition into custody in magistrates court, rather than crown court, compared to people with no ESOL needs.
2) People with ESOL needs were more likely than people with no ESOL needs to be serving sentences of 1-6 months. The opposite was true for all other sentence length categories.
3) People with ESOL needs were less likely to have previously experienced custody than people with no ESOL needs.
4) No one with ESOL needs reported any learning needs.
5) People with ESOL needs were less likely than those with no ESOL needs to have immediate concerns identified.

6) People with ESOL needs were less likely than those with no ESOL needs to have security concerns reported.
7) People with ESOL needs were less likely than those without ESOL needs to report physical health issues.
8) People with ESOL needs were less likely to be registered with a GP than those without ESOL needs.
9) People with ESOL needs were less likely to report mental health issues than those without ESOL needs.
10) Of those participants who disclosed mental health needs, people with ESOL needs were less likely to report anxiety than those with no ESOL needs.
11) Of those who disclosed mental health needs, people with ESOL needs were less likely to report having accessed previous mental health support.
12) People with ESOL needs were less likely to report substance use issues than those with no ESOL needs.

The logistic regression analysis is shown in Table 3.17.

Table 3.17 Association of participant needs and language needs

Characteristic (Reference category)	Exp (B)	95%CI	p
Court (Magistrates)	2.562	1.370-4.791	.003
Young adult (No)	4.421	1.893-10.326	.001
Older adult (No)	1.254	0.508-3.097	.622
Learning needs (No)	0.000	0.000	.996
Gender (male)	2.139	0.774-5.914	.143
Sentenced vs remand (sentenced)	1.091	0.693-1.717	.706
Previous prison experience (No)	4.236	2.516-7.132	<.001
Expected custody (No)	0.539	0.239-1.213	.126
Acquisitive	1.296	0.381-4.407	.640
Violent (Acquisitive)	1.193	0.622-2.286	.591
Drugs (Acquisitive)	0.150	0.014-1.659	.110
Sex offences (Acquisitive)	0.538	0.133-2.184	.364
Immediate concern (No)	0.899	0.541-1.494	.682
Security concern (No)	1.755	0.900-3.422	.098
Registered with GP (No)	3.582	2.302-5.573	<.001
Physical health issue (No)	1.680	1.067-2.647	.025
Mental health issue (No)	3.789	2.162-6.640	<.001
Suicide/self-harm concerns (No)	0.463	0.230-0.934	.031
Substance use issue (No)	2.437	1.498-3.963	<.001

The logistic regression analysis indicated that magistrates court, not being a young adult, having no prior experience of prison, not being registered with a GP, the absence of physical health issues, the absence of mental health issues, the absence of suicide/self-harm concerns and the absence of substance use issues were associated with having language needs.

3.3.6 Prisoners experiencing mental health needs

Table 3.18 Custody Information for mental health needs versus absence of mental health issues

Characteristic		n	Total n (%)	No Mental health n (%)	Mental health needs n (%)	X^2(df)	p
GENDER	Males	1093	1018 (93.1)	603 (96.0)	415 (89.2)	19.17 (1)	<.001*
	Females		75 (6.9)	25 (4.0)	50 (10.8)		
COURT	Magistrates	1093	836 (88.6)	463 (73.7)	373 (80.2)	6.26 (1)	.012
	Crown		257 (11.4)	165 (26.3)	92 (19.8)		
AGE GROUP	Young	1079	96 (8.9)	69 (11.1)	27 (5.9)	9.08 (2)	.011
	Main		909 (84.2)	508 (81.8)	401 (87.0)		
	Older		74 (6.9)	44 (7.1)	33 (7.2)		
CUSTODIAL STATUS	Sentenced	1057	492 (46.5)	300 (49.5)	192 (42.6)	5.0 (1)	.025
	Remand		565 (53.5)	306 (50.5)	259 (57.4)		
SENTENCE LENGTH Months	Under 1	506	40 (7.9)	23 (7.4)	17 (8.6)	5.75 (3)	.124
	1 - under 6		254 (50.2)	146 (47.2)	108 (54.8)		
	6 - under 12		85 (16.8)	61 (19.7)	24 (12.2)		
	12+		127 (25.1)	79 (25.6)	48 (24.4)		
EXPECTATION OF CUSTODIAL OUTCOME	Expected	993	592 (59.6)	242 (38.5)	350 (75.3)	0.29 (1)	.587
	Unexpected		401 (40.4)	386 (61.5)	115 (24.7)		
PREVIOUS CUSTODY	Yes	1067	688 (64.5)	376 (61.9)	312 (67.8)	3.95 (1)	.047
	No		379 (35.5)	231 (38.1)	148 (32.2)		
OFFENCE INFORMATION	Acquisitive	507	153 (30.2)	88 (31.8)	65 (28.3)	8.68 (8)	.370
	Violent		173 (34.1)	90 (32.5)	83 (36.1)		
	Drug related		41 (8.1)	28 (10.1)	13 (5.7)		
	Child sexual		22 (4.3)	11 (4.0)	11 (4.8)		
	Adult sexual		18 (3.6)	11 (4.0)	7 (3.0)		
	Against property		15 (3.0)	5 (1.8)	10 (4.3)		
	Driving		27 (5.3)	13 (4.7)	14 (6.1)		
	Fraud		14 (2.8)	9 (3.2)	5 (2.2)		
	Other		44 (8.7)	22 (3.5)	22 (9.6)		

*still significant following Bonferroni correction.

Table 3.19 Needs information mental health needs versus absence of mental health

Characteristic		N	Total n (%)	No mental health n (%)	Mental health needs n (%)	X^2(df)	p
FIRST LANGUAGE	English	1083	920 (84.9)	486 (78.5)	434 (93.5)	52.8 (8)	<.001*
	Other European		146 (13.5)	123 (19.9)	23 (5.0)		
	Other non-European		17 (1.6)	10 (1.6)	7 (1.5)		
LEARNING NEEDS	Yes	1050	149 (14.2)	65 (10.8)	84 (18.7)	12.96	<.001*
	No		901 (85.8)	535 (89.2)	366 (81.3)	(1)	
IMMEDIATE CONCERN	Yes	1093	592 (54.2)	242 (38.5)	350 (75.3)	145.21	<.001*
	No		501 (45.8)	386 (61.5)	115 (24.7)	(1)	
SECURITY CONCERNS	Yes	1093	294 (26.9)	106 (16.9)	188 (40.4)	75.36	<.001*
	No		799 (73.1)	522 (83.1)	277 (59.6)	(1)	
PHYSICAL HEALTH	Yes	1093	506 (46.3)	244 (38.9)	262 (56.3)	32.87	<.001*
	No		587 (53.7)	384 (61.1)	203 (43.7)	(1)	
GP REGISTRATION	Yes	969	776 (80.1)	416 (75.2)	360 (86.5)	19.05	<.001*
	No		193 (19.9)	137 (24.8)	56 (13.5)	(1)	
MENTAL HEALTH TYPE							
Mood disorder	Yes	413			305 (73.8)		
	No				108 (26.2)		
Anxiety disorder	Yes	412			121 (29.4)		
	No				291 (70.6)		
Psychotic disorder	Yes	412			69 (16.7)		
	No				343 (83.3)		
Personality disorder	Yes	412			38 (9.2)		
	No				374 (90.8)		
Post traumatic disorder	Yes	411			23 (5.6)		
	No				388 (94.4)		
SUICIDE/SELF-HARM CONCERNS	Yes	1093	170 (15.6)	28 (4.5)	142 (30.5)	138.35	<.001*
	No		923 (84.4)	600 (95.5)	323 (69.5)	(1)	
PREVIOUS MENTAL HEALTH SUPPORT	Yes	223			121 (54.3)		
	No				102 (45.7)		

Characteristic		N	Total n (%)	No mental health n (%)	Mental health needs n (%)	X^2(df)	p
SUBSTANCE USE	Yes	1072	538 (50.2)	265 (43.2)	273 (59.6)	28.39 (1)	<.001*
	No		534 (49.8)	349 (55.6)	185 (40.4)		
SUBSTANCE USE SUPPORT PRIOR TO COURT	Yes	261	119 (45.6)	55 (42.0)	64 (49.2)	1.38 (1)	.240
	No		142 (54.4)	76 (58.0)	66 (50.8)		
SUBSTANCE USE RELATED TO OFFENDING	Yes	157	93 (59.2)	49 (59.8)	44 (58.7)	0.02 (1)	.890
	No		64 (40.8)	33 (40.2)	31 (41.3)		
SUBSTANCE TYPES							
Opiates	Yes	523	250 (47.8)	128 (49.4)	122 (46.2)	0.54 (1)	.463
	No		273 (52.2)	131 (50.6)	142 (53.8)		
Alcohol	Yes	525	201 (38.3)	86 (33.2)	115 (43.2)	5.59 (1)	.018
	No		324 (61.7)	173 (66.8)	151 (56.8)		
NPS	Yes	526	76 (14.4)	36 (13.8)	40 (15.1)	0.18 (1)	.671
	No		550 (85.6)	225 (86.2)	225 (84.9)		

*still significant following Bonferroni correction.

Tables 3.18 and 3.19 above indicate the following significant associations regarding people who reported mental health issues:

1) People with mental health issues were more likely to be female than those with no mental health issues.
2) People with mental health issues were more likely to be seen in magistrates' court rather than crown court at the point of transition into custody than those without mental health issues.
3) People with mental health issues were less likely to be in the young age group and more likely to be in the core adults age group than those with no mental health issues.

4) People with mental health issues were less likely to be sentenced and more likely to be remanded at the point of transition into custody compared to those with no mental health issues.
5) People with mental health issues were more likely to report previous custody than those reporting no mental health issues.
6) People with mental health needs were more likely to identify English as their first language and less likely to have ESOL needs than those without mental health issues.
7) People with mental health issues were more likely to report learning needs than those with no mental health issues.
8) People with mental health issues were more likely to have an immediate concern than people with no mental health issues.
9) People with mental health issues were more likely to have security concerns raised than people with no mental health issues.
10) People with mental health issues were more likely to report physical health issues than those with no mental health issues.
11) People with mental health issues were more likely to be registered with a GP than those with no mental health issues.
12) People with mental health issues were more likely to report suicide and self-harm concerns than those with no mental health issues.
13) People with mental health issues were more likely to report substance use issues than those with no mental health issues.

14) Of those participants who reported substance use issues, people with mental health issues were more likely to report alcohol use than people with no mental health issues.

The logistic regression analysis is shown in Table 3.20.

Table 3.20 Association of participant needs and mental health needs

Characteristic (Reference category)	Exp (B)	95%CI	p
Court (Magistrates)	1.417	0.934-2.152	.102
Young adult (No)	2.163	1.181-3.961	.013
Older adult (No)	1.471	0.806-2.682	.208
Learning needs (No)	0.698	0.453-1.074	.102
Gender (male)	0.36	0.188-0.691	.002
Sentenced vs remand (sentenced)	0.911	0.651-1.273	.583
Previous prison experience (No)	1.135	0.799-1.611	.481
Expected custody (No)	1.009	0.687-1.482	.962
Acquisitive	0.739	0.308-1.774	.456
Violent (Acquisitive)	1.133	0.513-2.500	.733
Drugs (Acquisitive)	0.461	0.124-1.710	.214
Sex offences (Acquisitive)	0.712	0.330-1.537	.380
Immediate concern (No)	0.436	0.308-0.618	<.001
Security concern (No)	0.56	0.378-0.830	.004
Registered with GP (No)	0.591	0.369-0.945	.029
Physical health issue (No)	0.667	0.489-0.909	.010
Language needs (No)	4.001	2.361-6.781	<.001
Suicide/self-harm concerns (No)	0.153	0.091-0.256	<.001
Substance use issue (No)	0.806	0.568-1.144	.226

The logistic regression analysis indicated that not being a young adult, being female, the presence of immediate concerns, the presence of security concerns, having GP registration, the presence of a physical health issue, the absence of language needs and the presence of suicide and self-harm concerns were associated with having mental health issues.

3.3.7 Prisoners with substance use needs

Table 3.21 Custody Information for substance use needs versus no substance use needs

Characteristic		n	Total n (%)	No substance use n (%)	Substance use needs n (%)	X^2(df)	p
GENDER	Males	1072	997 (93.0)	500 (93.6)	497 (92.4)	0.65 (1)	.421
	Females		75 (7.0)	34 (6.4)	41 (7.6)		
COURT	Magistrates	1072	818 (76.3)	361 (67.6)	457 (84.9)	44.58	<.001*
	Crown		254 (23.7)	173 (32.4)	81 (15.1)	(1)	
AGE GROUP	Young	1064	95 (8.9)	62 (11.7)	33 (6.2)	37.04	<.001*
	Main		895 (84.1)	409 (77.5)	486 (90.7)	(2)	
	Older		74 (7.0)	57 (10.8)	17 (3.2)		
CUSTODIAL STATUS	Sentenced	1036	484 (46.7)	253 (48.7)	231 (44.7)	1.72 (1)	.190
	Remand		552 (53.3)	266 (51.3)	286 (55.3)		
SENTENCE LENGTH Months	Under 1	498	39 (7.8)	17 (6.6)	22 (9.1)	34.27	<.001*
	1 - under 6		249 (50.0)	99 (38.7)	150 (62.0)	(3)	
	6 - under 12		85 (17.0)	55 (21.5)	30 (12.4)		
	12+		125 (25.1)	85 (33.2)	40 (16.5)		
EXPECTATION OF CUSTODIAL OUTCOME	Expected	872	656 (75.2)	325 (73.4)	331 (77.2)	1.68 (1)	.195
	Unexpected		216 (24.8)	118 (26.6)	98 (22.8)		
PREVIOUS CUSTODY	Yes	1062	683 (64.3)	279 (52.9)	404 (75.5)	58.94	<.001*
	No		379 (35.7)	248 (47.1)	131 (24.5)	(1)	
OFFENCE INFORMATION	Acquisitive	505	152 (30.1)	48 (18.5)	104 (42.4)	54.92	<.001*
	Violent		172 (34.1)	89 (34.2)	83 (33.9)	(8)	
	Drug related		41 (8.1)	30 (11.5)	11 (4.5)		
	Child sexual		22 (4.4)	20 (7.7)	2 (0.8)		
	Adult sexual		18 (3.6)	11 (4.2)	7 (2.9)		
	Against property		15 (3.0)	9 (3.5)	6 (2.4)		
	Driving		27 (5.3)	14 (5.4)	13 (5.3)		
	Fraud		14 (2.8)	12 (4.6)	2 (0.8)		
	Other		44 (8.7)	27 (10.4)	17 (6.9)		

*still significant following Bonferroni correction.

Table 3.22 Needs information substance use needs versus no substance use needs

Characteristic		N	Total n (%)	No substance use n (%)	Substance use n (%)	X^2(df)	p
FIRST LANGUAGE	English	1037	913 (88.0)	427 (80.0)	486 (90.7)	29.59 (8)	<.001*
	Other European		107 (10.3)	93 (17.4)	14 (8.7)		
	Other non-European		17 (1.7)	14 (2.6)	3 (0.6)		
LEARNING NEEDS	Yes	1046	148 (14.1)	61 (11.7)	87 (16.6)	5.21 (1)	.023
	No		898 (85.9)	461 (88.3)	437 (83.4)		
IMMEDIATE CONCERN	Yes	1072	582 (54.3)	205 (38.4)	377 (70.1)	108.42 (1)	<.001*
	No		490 (45.7)	329 (61.6)	161 (29.9)		
SECURITY CONCERNS	Yes	1072	284 (26.5)	136 (25.5)	148 (27.5)	0.57 (1)	.449
	No		788 (73.5)	398 (74.5)	390 (72.5)		
PHYSICAL HEALTH	Yes	1072	503 (46.9)	230 (43.1)	273 (50.7)	6.33 (1)	.012
	No		569 (53.1)	304 (56.9)	265 (49.3)		
GP REGISTRATION	Yes	967	775 (80.1)	378 (78.9)	397 (81.4)	0.90 (1)	.342
	No		192 (19.9)	101 (21.1)	91 (18.6)		
MENTAL HEALTH	Yes	1072	458 (42.7)	185 (34.6)	273 (50.7)	28.37 (1)	<.001*
	No		614 (57.3)	349 (65.4)	265 (49.3)		
MENTAL HEALTH TYPE							
Mood disorder	Yes	415	307 (74.0)	115 (70.1)	192 (76.5)	2.09 (1)	.148
	No		108 (16.0)	49 (29.9)	59 (23.5)		
Anxiety disorder	Yes	413	121 (29.3)	44 (27.2)	77 (30.7)	0.59 (1)	.443
	No		292 (70.7)	118 (72.8)	174 (69.3)		
Psychotic disorder	Yes	413	67 (16.2)	21 (13.0)	46 (18.3)	2.08 (1)	.149
	No		346 (83.8)	141 (87.0)	205 (81.7)		
Personality disorder	Yes	413	38 (33.4)	17 (10.5)	21 (13.9)	0.53 (1)	.465
	No		275 (66.6)	145 (89.5)	130 (86.1)		
Post traumatic disorder	Yes	412	23 (5.6)	12 (7.4)	11 (4.4)	1.69 (1)	.194
	No		389 (94.4)	150 (92.6)	239 (95.6)		
SUICIDE/SELF-HARM CONCERNS	Yes	1072	164 (15.3)	74 (13.9)	90 (16.7)	1.71 (1)	.192
	No		908 (84.7)	460 (86.1)	448 (83.3)		
PREVIOUS MENTAL HEALTH SUPPORT	Yes	229	124 (54.1)	49 (51.0)	75 (56.4)	0.64 (1)	.423
	No		105 (45.9)	47 (49.0)	58 (43.6)		

Characteristic		N	Total n (%)	No substance use n (%)	Substance use n (%)	X^2(df)	p
SUBSTANCE USE SUPPORT PRIOR TO COURT	Yes No	253			115 (45.5) 138 (54.5)		
SUBSTANCE USE RELATED TO OFFENDING	Yes No	144			86 (59.7) 58 (40.3)		
SUBSTANCE TYPES							
Opiates	Yes No	525			201 (38.3) 324 (61.7)		
Alcohol	Yes No	523			250 (47.8) 273 (52.2)		
NPS	Yes No	524			76 (14.5) 448 (85.5)		

*still significant following Bonferroni correction.

Tables 3.21 and 3.22 above indicate the following significant interactions regarding people reporting substance use needs:

1) People with substance use needs were more likely to be seen in magistrates' court than those without substance use needs.
2) People with substance use needs were more likely to be in the core adult age group and less likely to be in the young adult and older age group than those without substance use needs.
3) People with substance use needs were more likely to be given sentences of under 1 month or 1-6 months than those without substance use needs. The opposite was true to the other sentence length categories.
4) People with substance use issues were more likely to report previous experience of custody.

5) People with substance use issues were more likely to have committed or been remanded for acquisitive offences than those without mental health issues. The opposite was true for all other offence categories.
6) People with substance use needs were more likely to have English as their first language and less likely to have ESOL needs than people with no substance use needs.
7) People with substance use needs were more likely to report learning needs than those without substance use needs.
8) People with substance use needs were more likely to have immediate concerns reported than those without substance use needs.
9) People with substance use needs were more likely to report physical health issues than those without substance use needs.
10) People with substance use needs were more likely to report mental health issues than those without substance use needs.

The logistic regression analysis is shown in Table 3.23.

Table 3.23 Association of participant needs and substance use needs

Characteristic (Reference category)	Exp (B)	95%CI	p
Court (Magistrates)	2.058	1.364-3.105	.001
Young adult (No)	1.673	0.981-2.854	.059
Older adult (No)	4.079	2.074-8.020	<.001
Learning needs (No)	0.674	0.441-1.029	.068
Gender (male)	0.915	0.387-2.165	.832
Sentenced vs remand (sentenced)	1.101	0.786-1.543	.575
Previous prison experience (No)	0.661	0.479-0.913	.012
Expected custody (No)	0.97	0.645-1.459	.881
Acquisitive	2.781	1.515-5.103	.002
Violent (Acquisitive)	1.693	0.881-3.253	.106
Drugs (Acquisitive)	0.993	0.453-2.179	.986
Sex offences (Acquisitive)	0.691	0.255-1.871	.442
Immediate concern (No)	0.241	0.167-0.349	<.001
Security concern (No)	2.193	1.461-3.292	<.001
Registered with GP (No)	0.884	0.603-1.295	.526
Physical health issue (No)	0.991	0.733-1.342	.956
Language needs (No)	2.192	1.394-3.446	.001
Suicide/self-harm concerns (No)	1.076	0.648-1.787	.774
Mental health issue (No)	0.793	0.562-1.119	.187

The logistic regression analysis indicated that magistrates' court, not being an older adult, having had previous experience of prison, acquisitive offences, the presence of immediate concerns, an absence of security concerns and an absence of language needs were associated with substance use needs. Not being a young adult, and the presence of learning needs were also nearing significance.

3.3.8 Repeat participants

The following needs and characteristics were significantly positively correlated with an increased number of appearances:

1) Acquisitive offences
2) Substance use issues
3) Opiate Use

The following needs and characteristics were negatively correlated with an increased number of appearances:

1) Child sexual offences
2) Suicide and self-harm (SASH) concerns
3) Psychotic disorders
4) Language needs.

A full analysis of all characteristics and needs is presented in Table 3.24 below.

Table 3.24 Characteristics of Repeat Participants

Characteristic/need		Prevalence %					Correlation	
		Appearance 1 n= 1093	**Appearance 2 n= 148**	**Appearance 3 n=38**	**Appearance 4 n= 12**	**Appearance 5 n= 6**	**rs**	**p**
OFFENCE TYPE	Acquisitive	30.2	49.4	52.2	75	100	.974	.005
	Violent	34.1	22.4	21.7	25	0	-.826	.085
	Drug related	8.1	1.2	0	0	0	-.780	.120
	Child sexual	4.3	2.4	0	0	0	-.890	.043
	Adult sexual	3.6	0	0	0	0	-.707	.182
	Against property	3	2.4	4.3	0	0	-.699	.189
	Driving	5.3	5.9	0	0	0	-.849	.069
	Fraud	2.8	1.2	0	0	0	-.872	.054
	Other	8.7	17.6	21.7	0	0	-.557	.330
GENDER	Male	93.1	93.9	94.7	91.7	83.3	-.745	.149
	Female	6.9	6.1	5.3	8.3	16.7	.745	.149
COURT	Magistrates	76.5	93.9	97.4	100	100	.852	.067
	Crown	23.5	6.1	2.6	0	0	-.852	.067
CUSTODY STATUS	Sentenced	46.5	46.9	39.5	60	30	.803	.101
	Remand	54.5	53.1	60.5	40	20	-.803	.101
SENTENCE LENGTH	Under 1 month	7.9	13.6	6.7	37.5	50	.876	.051
	>1-6 months	50.2	71.2	86.7	62.5	50	-.093	.882
	>6-12 months	16.8	4.5	6.7	0	0	-.873	.053
	>12 months	25.1	10.6	0	0	0	-.871	.055
EXPECTED PRISON	Yes	75.5	85.6	81.8	90	75	.830	.894

Characteristic/need		Prevalence %					Correlation	
		Appearance 1 n= 1093	**Appearance 2 n= 148**	**Appearance 3 n=38**	**Appearance 4 n= 12**	**Appearance 5 n= 6**	**rs**	**p**
NEEDS (present)	Immediate concerns	54.2	64.9	52.6	66.7	100	.772	.126
	Registered with GP	80.1	77.5	71.4	72.7	80	-.194	.755
	Substance use	50.2	66.7	68.6	83.3	100	.978	.004
	Alcohol use	38.3	27.7	33.3	28.6	0	-.803	.102
	Opiate use	47.8	62.8	66.7	66.7	83.3	.936	.019
	Legal high use	14.4	20.2	25	30	16.7	.361	.551
	Received substance use support	45.6	51.7	43.8	50	75	.717	.173
	Substance use related to offence	59.2	67.5	75	0	100	.060	.923
	SASH concerns	15.6	16.2	10.5	0	0	-.933	.021
	Mental health issues	42.5	54.7	55.3	33.3	66.7	.332	.586
	Received mental health support	23.7	24.3	31.6	16.7	100	.667	.219
	Mood disorder	73.8	77.3	72.2	66.7	75	-.326	.593
	Anxiety disorder	28.9	28	50	33	100	.765	.131
	Psychotic disorder	16.5	16	5.6	0	0	-.944	.016
	Personality disorder	9.3	11.7	11.1	33.3	25	.794	.109
	PTSD	5.5	1.3	12.5	33.3	25	.838	.076
	Physical health issues	46.3	49.3	39.5	50	100	.701	.187
	Security issues	26.9	23	21.1	16.7	50	.482	.411
	Learning needs	14.2	15	22.9	16.7	50	.770	.128
	Language needs	15.1	11	7.9	8.3	0	-.940	.017
	Young adult prisoner	8.9	8.1	5.3	16.7	16.7	.729	.162
	Older prisoner	7.1	5.4	7.9	8.3	0	-.526	.362

3.4 Discussion

The aim of this chapter was to explore in further depth the needs of people within specific groups at the point of entry into custody. The specific groups were identified through a review of previous research. Comparisons were undertaken using the existing court data described in Chapter 2 with specific reference to gender (females), remand prisoners, young adult prisoners, older prisoners, prisoners with learning needs, foreign national prisoners, prisoners with mental health needs, prisoners with substance use needs and recidivist groups. Overall, the data collected at the point of transition into custody supported previous findings that these groups of people have differing needs to people not within these groups. However, new findings also emerged. Each group will now be discussed in more detail.

3.4.1 Women

Women were less likely to have experienced previous custody than men. This is in line with previous findings that women have lower rates of reoffending. For example, 28% of women in prison had no previous convictions which is double the rate for men (PRT, 2012). Furthermore, one study found that 26% of male prisoners reoffended within a year of release compared to 18% of females in a cohort of people released in 2014 (MoJ, 2016b). The reasons for this could be related to the specific challenges of custody for women described in the introduction to this chapter, such as exacerbated impact on family ties and increased isolation (Corston, 2007). However, it could also

be that despite previous criticisms of the delivery of services for females in the CJS, there are perhaps some positives which contribute to reductions in female reoffending, particularly with more recent developments in specialised services, including trauma-informed approaches. For example, all Community Rehabilitation Companies now have specialist women's services (HM Inspectorate of Probation, 2019) and female prison sites such as HMP Peterborough train most of their staff on trauma-informed approaches and have a Trauma Lead Professional (HMIP, 2018b). However, reoffending rates for women released from prison are still high with some data suggesting this is as high as 51%, rising to 62% for those sentenced to under 1 year and 88% to those who have more than 10 convictions (PRT, 2012).

In this research, women were more likely to go to their nearest local prison. However, this is still likely to be over 60 miles away from home (PRT, 2017b). In this research cohort, it meant that females were likely to travel to HMP Peterborough, over 50 miles away from the Lincoln courts. The distance travelled has significant implications for the maintenance of family ties which is much more challenging when people are held further away from their families (Clinks, 2017). The MoJ faces a challenge in addressing this. There are comparatively fewer female prisoners which means that the facilitation of females being held closer to home would require setting up more prisons for females, holding comparatively small numbers of people. Therefore, the possible resolution to this would be to continue to reduce the number of women in prison and utilise community sentences instead. Such a premise is also supported by the fact that

females have lower rates of reoffending when on community orders than following prison sentences (PRT, 2012).

Women had a much lower prevalence of learning needs than men (approximately 1/3 fewer women had learning needs). However, the needs across both groups were much higher than previous research. For example, 4% of males and 3% of females assessed in police cells were identified as having a learning disability (MoJ, 2018h). This may indicate that those with learning needs are more likely to have their cases progressed through to court and then prison custody. The increased prevalence of learning needs amongst men than women also follows trends for people in the general population where 59% of people with learning disabilities were male in 2011 (Emerson et al., 2011). However, the more pronounced difference found in this sample, indicates the variation between men and women with learning needs is greater in prison populations. The reasons for the differences between men and women are unclear. However, Haddad (2019) suggested that differences could arise due to a biological vulnerability for males to acquire learning disabilities early in life, or due to more negative attributes associated with learning needs amongst males than females. He argues, for example, that when males struggle in education settings, they are likely to express this as frustration, and possibly even aggression, which makes referrals for assessment and access to special educational services more likely; whereas females are more likely to withdraw and have lower self-esteem meaning they are less likely to come to the attention of services.

Females were more likely to have immediate concerns identified than men. Since immediate concerns included issues such as thoughts of suicide and self-harm, health issues and substance use issues, this is likely to be related to the findings that women were more likely to report both physical and mental health issues than men. The increased prevalence of physical health need amongst women is reflective of previous findings (e.g. Corston, 2007). However, the prevalence in the current research sample was higher than previous research has suggested. For example, NHS Liaison and Diversion Services in police cells found that 11% of females and 9% of males had identified physical health needs (MoJ, 2018h). It is not clear whether only illnesses for which there was evidence of formal diagnosis were included in the previous research which would account for some of the differences.

The increased prevalence of mental health issues amongst women (67% of women versus 41% of men) is also similar to previous findings. For example, 69% of females assessed in police cells had mental health needs compared to 61% of males, however, the difference was more pronounced within the current sample. Reasons for this are unknown but could be related to geographical differences in factors, such as quality of life, and quality of health services in the research locations. The increased prevalence of mental health issues in women, and the specific increased prevalence of depression and anxiety is also related to the previous findings that women have higher levels of self-harm in prison when compared to the male prison population (MoJ, 2018h; PRT, 2016). However, it should be noted that in the current research sample, this finding

was not replicated, indicating that males and females are equally likely to struggle with thoughts of suicide and self-harm at the point of transition in to custody. These health findings are also highly likely to be related to the finding that women are more likely to be registered with a GP than men. It is possible that due to a higher prevalence of illness amongst women, they are more likely to require and therefore register with a GP. However, it is also possible that women were more likely to report health issues in the current research than men because they were more likely to access their GP and therefore more likely to have received diagnosis of illnesses, rather than there being an actual difference in prevalence. Put simply, it could just be that women are more likely to access services. This is supported by the finding that women were more likely, in this research, to have accessed support for substance use services. However, women were not significantly more likely than men to have accessed mental health services. Nevertheless, an overall increased tendency for women to access services could be because they are comfortable in discussing issues they are facing and take a less stoic approach than males (Tudiver & Talbot, 1999); could be due to easier access to services for women than men (although there is no known evidence of this in the Lincoln area where the research was conducted); or could be due to a difference in the response to females than males when they approach services. Whatever the reasons, it is indicative that investing in female services is worthwhile because they are likely to utilise them.

No significant differences were found between men and women regarding custody status, sentence length and offence information which differed from previous research findings highlighted in the introduction to this chapter (e.g. MoJ, 2018h, 2019). In addition, there were no differences found between men and women regarding language needs, security concerns, levels of substance use, type of substance use, court, age, expectation of custodial outcome. The finding that there were no differences between men and women regarding security concerns is somewhat different to previous reports. For example, Corston (2007) suggested that women were troubled rather than troublesome and therefore required fewer restrictive security measures.

The current finding of no difference in levels of substance use suggests that men and women require equal access to such services. The finding of no difference between courts suggests women should be able to access gender specific, trauma informed support, in both magistrates' and crown court. The finding of no difference in expectation of custodial outcome suggests that men and women would be equally unprepared for prison and therefore initiatives to better prepare people for prison custody (such as improved information provision through solicitors) should be equally targeted to males and females.

Overall, much progress has been made in highlighting the needs of females in the CJS (Corston, 2007; MoJ, 2018h; PRT, 2016) and this should continue to be monitored. This research has added additional information to the previous research evidence taken from both police cells and prison custody. Some progress has been made in developing specialist services, as highlighted above (e.g. HM Inspectorate of Probation, 2019) and there is a need for this to continue.

3.4.2 Remand prisoners

The finding that remand rather than sentenced prisoners were more prevalent in magistrates' court assessments is unsurprising given that magistrates is the first court contact for all cases. At that point, individuals would either be remanded and committed to crown court for trial or sentencing, bailed pending trial or sentencing (usually with committal to crown, rather than to return to magistrates), or sentenced to custody. Therefore, people seen in crown court are likely to have completed their committal time on bail, rather than in custody and only be sent to prison from the court in which they were sentenced. People remanded at magistrates' court and returned to crown court for sentencing would not normally be assessed a second time under the SPARC model.

The finding that prisoners were less likely to have expected a custodial outcome if they were remanded rather than sentenced is a new finding; there appears to be no previous research available to support this. This finding could be part explained by the suggestion that those people attending crown court for sentencing may have been advised by their solicitors of the possible/likely outcomes. Anecdotally, this was evidenced by the fact that people attended crown court with bags packed with medication, books and phone numbers to take to prison with them, indicative of a level of preparedness.

The higher prevalence of violent and sexual offences amongst remand participants is also unremarkable given that the seriousness of the alleged offence is a consideration for remand decision making (Gov.uk, 2018). The increased complexity of these types of offences (compared to acquisitive offences, for example, which were more prevalent amongst sentenced prisoners) is also indicative of a need to adjourn the court hearing for further investigation rather than going straight to sentencing.

The finding that remand prisoners were more likely to have had immediate concerns identified is likely to be related to the increased prevalence of security concerns, mental health issues, and suicide and self-harm concerns also identified. The increased prevalence of mental health issues is somewhat reflective of previous research. For example, although people on remand make up approximately 10% of the prison population at any one time, they accounted for 29% of self-inflicted deaths in

2017 (PRT, 2018). However, previous research was not at the point of transition into prison and tended to include actuarial figures of self-harm and suicide incidents in prison rather than pre-emptive and therefore preventative suicide and self-harm concerns. This is with the exception of police-based NHS Liaison and Diversion Services which have reported a prevalence of 14% suicide and/or self-harm concerns (MoJ, 2018h). Remand participants in the current research reported a higher prevalence of suicide and/or self-harm concerns (18%) which could be indicative of increased concerns as a reaction to prison alongside the sense of liminality that being on remand brings. Conversely, sentenced participants had a lower prevalence pf suicide and self-harm concerns than the police Liaison and Diversion research at 12%. This could be indicative of fewer concerns once people have had their case concluded as they can start to process their prison sentence and have a definitive release date.

The final finding that remand participants were less likely to be registered with GPs than those who were sentenced is also a new finding and no previous research was located to support this. This could be due to more chaotic lifestyles led by remand participants. However, other findings such as no difference between remand and sentenced participants regarding levels of substance use and previous experience of custody do not support this. The increased prevalence of mental health issues, alongside a decreased likelihood of GP registration, is also different to the findings amongst female participants outlined above. Amongst remand participants, it could also be that increased mental health issues are due to decreased access to GP health

services. However, this was not supported by the finding that there were no differences found in the current research between remand and sentenced clients regarding the likelihood of having previously accessed mental health services. Given the new finding regarding lower GP registration amongst remand participants, this is an area that requires further research to understand and address the reasons.

There were no differences found between remand and sentenced participants regarding levels of substance use, likelihood of having accessed substance use support, and type of substance use. This is somewhat different to previous prison findings which suggested that fewer remand prisoners experienced substance use issues than sentenced prisoners (HMIP, 2012). This may be an indicator that sentenced prisoners are more likely to develop substance use issues once they are in custody, but further research would be required to confirm this. There were also no differences between remand and sentenced prisoners regarding gender, suggesting both groups are equally 'at risk' of being placed on remand. This is interesting given that there is much discussion about the number of women placed on remand (e.g. Clinks, 2017; PRT, 2016). There were no differences in age group, again suggesting young, old and core adult age groups were equally likely to be placed on remand. Previous experience of custody was no different between remand and sentenced groups suggesting that remand is not more likely when someone has previously been in prison.

There were also no significant differences in language needs, learning needs, physical health and type of mental health need suggesting that both remand and sentenced populations require equality of access to services to support their needs. This is important given the previous finding by HMIP (2012) that remand prisoners had poorer access to services. One reason for poorer access to services could be that sentenced prisoners systematically have sentence plans completed which details their needs and risks and what services and interventions they need to access in order to address their needs and reduce their risk (National Offender Management Service, 2015b); remand prisoners do not receive this. In addition, resettlement services commissioned under the Government's (2015) Transforming Rehabilitation Agenda have no jurisdiction in offering resettlement support to remand prisoners (HM Inspectorate of Probation, 2016). Given the findings of the current study, it is therefore proposed that remand prisoners should be supported to have 'remand plans' implemented, and the future commissioning of resettlement services must include a robust provision for remand prisoners. There are some more recent developments within HMPPS which may go some way to supporting this such as the Offender Management in Custody (OMiC) model which should allocate a keyworker to every person in prison, regardless of remand or sentence status (although this has yet to be demonstrated consistently in practice). Any future evaluation of this model should include a specific focus on the impact of support to remand prisoners.

Overall, the current study supports previous findings that remand prisoners have higher levels of need around mental health. New findings that they have equal levels of need in relation to substance use, language needs and learning needs are equally important. Taken together with the previous findings that remand prisoners often have poorer access to support and poorer outcomes with regard it increased levels of suicide; this suggests that there should be a greater focus by the MoJ (and other correctional jurisdictions across the world) on improving the awareness of and support available for remand populations. At the time of writing, there still appeared to be no systematic approaches to supporting remand prisoners which, it is argued, requires urgent attention.

3.4.3 Young adult prisoners

Young adult prisoners were more likely to appear in crown court than core adult prisoners. This could be related to the finding that young adults were more likely to be imprisoned for violent offences (e.g. HCJC, 2018) which are more likely to be indictable and typically attract the longer sentences given out by crown court rather than magistrates' court. However, this is concerning given that longer sentences have implication for disclosure of offences to future employers under the Rehabilitation of Offenders Act (1974, amended 2013). In short, the longer the sentence, the longer an offence legally must be disclosed for, and sentences of over 4 years are never 'spent' and therefore must be disclosed for life. There is a risk that young adult prisoners, who potentially have the greatest opportunity for gaining future employment, must

disclose their offences to employers for the longest period of time which could have an adverse impact on their ability to secure employment and move forward successfully. That said, there were no significant differences in the length of sentence between young adult prisoners and adult prisoners. This suggests that while young adult prisoners may be at risk of longer sentences through being sent to crown court, they are not, in reality awarded longer sentences.

Young adults were less likely to have been in prison before which is unremarkable as they have had less time to commit offences and be sent to custody. This also suggests they are less likely to suffer from any adverse effects from previous imprisonment such as breakdowns in family ties. However, it does mean that they may be less prepared for prison.

Although all age groups reported higher levels of learning needs than the general population (prevalence estimates range from 0.5% in the general population (Public Health England, 2018) to 4% among people in police custody (MoJ, 2018h), young adult prisoners were more likely to report learning needs than core adult and older prisoners. There appears to be no readily available existing data regarding age differences in learning needs. The reason for this could be that the older someone becomes, the more they are able to manage and adapt to any learning needs, and they can acquire new skills such as the ability to read and write, which means that over time, people are less likely to identify as having learning needs. However, it is also

suggested that the recognition of learning needs and disabilities within education systems has increased (through developments in special educational needs for example, although no specific evidence could be located for this) and therefore young people were more likely to have been diagnosed with learning disabilities. If this was true, it would suggest that there could be high levels of unmet identification and need amongst older prisoners regarding learning needs. Since the data in this research included any learning need (such as not being able to read and write), as well as specific diagnosed needs, it could be that younger generations of people who grew up with more access to televisions and computers, are less likely to be able to read than older generations. While no specific evidence could be found for this, evidence has been found that banning phones does increase exam performance amongst some students (Beland & Murphy, 2015). It would therefore seem pertinent for further research to establish the reasons for higher prevalence of learning needs amongst young adult prisoners, in order for steps to be taken to address any identifiable issues. The mixed findings here suggest that robust assessments of learning need are required at any age.

Overall, young adults had a lower prevalence of other needs, including immediate concerns, physical health issues, mental health issues (likely to also be related to the fact they were less likely to be registered with a GP), and substance use issues. It would be pertinent to confirm through future qualitative research that the reason for this is not just because young adults are less likely to report issues and less likely to

access GP support for diagnosis. Furthermore, there was a significant association between young adults and the use of psychoactive substances. The prevalence of psychoactive substance use amongst young adult prisoners appears to be a new finding with no readily available previous research to compare to. The only similar research located was a European Commission (2014) study which reported psychoactive substance lifetime prevalence of 8% amongst 15-24-year olds. The high use of psychoactive substances found in the current research (49%) is particularly important given the impact that they can have on the brain (European Monitoring Centre for Drugs and Drug Addiction, EMCDDA, 2017) and previous research highlighting that young adult prisoners remain in a critical period for brain development (HCJC, 2018). The EMCDDA research found that psychoactive substances interact with numerous neurotransmitters affecting both the central and peripheral nervous system. Long term effects of psychoactive substances are still unknown, but research suggests that the acute effects include headaches, psychosis, paranoia, hallucinations, tachycardia, vomiting and chest pains, suicidal ideation and kidney damage (EMCDDA, 2017; Gurney, Scott, Kacinko, Presley& Logan, 2014).

Psychoactive substances have also been implicated in increased levels of violence in prisons (HMIP, 2015b; User Voice, 2016). This is important given the finding of the current research that young adults are more likely to be imprisoned for violent offences. The use of psychoactive substances could have contributed to the commission of violent offences in the first place and their prolonged use in prison

could contribute to further increased levels of violence amongst young adult prisoners. It is therefore argued that interventions to increase the awareness of the effects of psychoactive substances and reduce their use should be targeted at young adults both prior to, and during, prison custody.

There were no significant associations between young age and gender, custodial status, sentence length and expectation of custodial outcome. There were also no differences in the prevalence of security concerns. This somewhat contradicts previous research which suggests that young adult prisoners are hard to manage due to challenging behaviour (NOMS, 2015a). It could therefore be the case that differences found amongst prison populations are the result of poor behaviour developing amongst young adults whilst in custody. This suggests that more effective steps need to be taken to prevent these behaviours emerging amongst young adult prison populations. There were no significant associations between young adults and language needs, mental health type, likelihood of accessing mental health services and suicide and self-harm concerns. The latter finding suggests that all age groups were equally at risk of suicide and self-harm.

To summarise, young adult prisoners have lower levels of need in many areas. However, they are more likely to require support regarding learning needs, addressing violent behaviour and using psychoactive substances. As recommended previously by the HCJC (2018, 2016), this suggests that a defined strategy for young adults in the CJS

would be beneficial. Future strategy and local policy should have a focus on the issues highlighted by the current research.

3.4.4 Older prisoners

Like young adult prisoners, older prisoners were more likely to have been seen in crown court than core adult participants. In parallel with the findings for young adults (with respect to the prevalence of violent offences), this is likely to be linked to the finding that older prisoners had a higher prevalence of child sexual offences which are likely to be heard in crown court. The prevalence of child sexual offences amongst older prisoners in the current research (18%) was lower than previous research which suggests it to be as high as 45% (PRT, 2018a). This could be due to further increases since the data collection period (in 2015), or due to differences in reporting, conviction rates and sentencing in the geographical area where the data was collected compared to national levels. Further research would be required to determine this. Older adults were also less likely to have been in prison before, compared to adults. This could also be attributed to the increase in convictions for historic sexual offences (Ginn, 2012). Irrespective of the reasons, the findings suggest that both young adults and older adults are more likely than core adult prisoners to require early days support to navigate the prison regime and access support.

Unsurprisingly, older adults were more likely to report physical health issues. Allied to this, they were more likely to be registered with a GP, probably out of necessity to try to maintain a healthy lifestyle with increasing age. This is in line with previous research which suggested that over 80% of older prisoners have major illnesses on their medical records (Fazel et al., 2001). This lends support to the arguments presented in previous research that older prisoners have a double burden of imprisonment with additional health needs and challenges accessing health support (Fazel & Baiilargeon, 2011, Heidari et al., 2017).

Older adults were also more likely to report mental health issues than young adults, but not core adults. The prevalence amongst the current research sample of older prisoners (43%) was in line with previous research which suggested prevalence rates of 45%. However, the finding that core adults had similar prevalence rates to older adults suggests that although the stressors for older adults may be different, they are not more likely to report mental health issues.

Older adults also had lower levels of substance use needs than the other age groups. However, within that, they were less likely than core adults to have accessed substance use support and they were more likely than other age groups to report problematic alcohol use. This differs to previous research which has suggested that older adults were less likely to report alcohol use than other adult prisoners (Omolade, 2014). Previous research has argued that alcohol (and other substance) use amongst older

people may be hidden (Royal College of Psychiatrists, 2018) and that older people may under-report alcohol use due to the stigma associated with it (Omolade, 2014). The finding that alcohol use was prevalent in this research suggests that the stigma and under-reporting from previous research was less prevalent in the current research sample. This further suggests that SPARC is somewhat effective at gathering information relating to need use amongst older prisoners. The high prevalence of alcohol use amongst older prisoners is important to address given the potentially life-threatening consequences of alcohol withdrawal (e.g. Galbicsek, 2019). Engagement in services for support around alcohol use has also been found to be low, especially amongst people serving short sentences (Impact Pathways, 2018).

There was no significant association found between older age and security concerns. This suggests that despite poorer physical health, older prisoners were just as likely to have concerns raised in relation to their behaviour as younger age groups. However, the function of these could be different. For example, RECOOP (2018) report that older prisoners' behaviour can sometimes be interpreted as being un-cooperative because they may be more reluctant to give information and less able to process information and instructions provided to them. Further research would be useful to determine this.

Overall, older prisoners certainly have higher physical health needs and it is suggested they have equal mental health needs than other age groups within prison. Although their substance use needs are lower, those who do require support may be more likely to require targeted support for problematic alcohol use. This lends support to previous arguments that older prisoners require specific strategies for their management and support, with a specific emphasis on physical health and social care needs. Arguably, failing to respond to the overwhelming evidence of the needs of older prisoners and make reasonable adjustments to accommodate these in prisons is a breach of the Equality Act (2000).

3.4.5 Prisoners with learning needs

As discussed above, people with learning needs were more likely to be male and from the young adult age group. People with learning needs were more likely to be seen on entry into custody at crown court than magistrates' court. However, the reasons for this are unclear and there is no previous research to compare to. It could be that people with learning needs were less likely to be remanded when in magistrates court. However, there was no significant association between remand and sentenced status and learning needs. It could also be that the cases of people with learning needs are more likely to reach crown court. However, there were no differences found regarding offence type or sentence length. Whatever the reasons, the high prevalence of people with learning needs in crown court is important. Although all court proceedings are reported to be complex, this is particularly heightened in crown court where there is

often a complex interplay between the judge, the prosecution and the defence teams (Jacobson et al., 2015). In addition, people with learning disabilities have been found to struggle to understand court processes and legal language (Clare & Gudjonsson, 1995) and therefore may be liable to make false confessions (Perske, 2011). The finding from the current research, along with the concerns raised by previous research, suggest that there is a need for specific support to people with learning needs in crown court. Depending on the nature of the learning need, they may need additional support to deal with the presentation of evidence and communicate their own information. Allied to this is the finding that people with learning needs were less likely to have expected custody. This could be due to a lack of comprehension of the situation and its potential consequences and therefore additional support may be required to address this. People with learning needs may be less prepared physically and mentally for going to prison.

People with learning needs had higher levels of need on numerous other factors. It was found in this research that there were significant associations between learning need and immediate concerns, security concerns, mental health issues, psychotic disorders, suicide and self-harm concerns, and substance use issues, all of which could have complex inter-relationships. The existing research base for prisoners with learning disabilities is sparse and therefore these findings are new. However, existing research in the general population suggests that mental health problems amongst adults with a learning disability is approximately 40%, more than double the rate of

those without learning disabilities (McManus, Meltzer, Brugha, Bebbington & Jenkins, 2009). In the current research sample, the prevalence of mental health was even higher at 56%. This suggests an increased risk of comorbid mental health and learning disability amongst prison populations. One reason for increased mental health issues amongst people with learning disabilities is due to the potential for increased isolation resulting from poorer access to employment and support networks (Nocon, 2006). Physical health and learning disability comorbidity have also been found in the general population. For example, Nocon (2016) reported a higher prevalence of epilepsy, hearing problems, heart disease and diabetes amongst people with learning disabilities. Furthermore, the life expectancy of people with learning disabilities is 16 years shorter than the general population (NHS Digital, 2017). However, it has been argued that some of these differences could be due to people with learning disabilities having more difficulty accessing health services than those without, rather than an increased prevalence of physical health issues per se. For example, Allerton and Emerson (2012) found that 40% of people with a learning disability reported difficulty using health services compared to those with no impairments. In addition, the relationship between learning need and immediate concerns and security concerns, coupled with the current finding that people with learning needs were less likely to expect custody, could be due to a lack of understanding of the court processes and solicitors, resulting in challenging behaviour as a reaction to the confusion and disorientation of court. If this were the case, it would suggest that information in court should to be presented differently for people

with learning needs and that there is a requirement for specialist guidance to legal teams advising clients with learning needs.

It should be noted that specific comparisons are compounded by differences in definitions in learning needs and learning disabilities between research studies. Most research in the UK follows a strict definition of learning disability based on an IQ of 70 or below, or focusses on dyslexia with limited reference to other learning difficulties (Loucks & Talbot, 2006). It is argued that a strength of this research is that it sought the perspective of each participant, irrespective of whether they had a formal diagnosis or not. This is important because not having a formal diagnosis, does not mean someone does not have learning needs which could make it challenging for them to navigate the prison system. For example, during their induction processes prisons require people to sign lots of paperwork and most services in prisons are requested by written 'general application' systems. The wider implications are that prisons need to be responsive to those with learning needs (diagnosed and undiagnosed) and support them to navigate the system. Although it is tempting to argue that this is especially important in male prisons due to the higher prevalence outlined above, the lower numbers of women could mean that they are more likely to be hidden in prison populations and remain unsupported.

Overall, this research suggests that people with learning needs are an extremely challenging group of people to support within the prison population, with complex inter-related needs. Although the findings amongst people transitioning into custody are new, they appear widely reflective of the comorbidity features found in the general population. The complexity of working with this group of people is particularly concerning given previous research that found that prisons do not have systematic screening for learning needs, and staff often lack specialist training and are unfamiliar with the needs and challenges of working with this group of people (Loucks & Talbot, 2009). It is therefore suggested that although SPARC has gone some way to address this, and despite Bradley (2009) calling for better support for people with learning needs, this group of people still require more recognition and support within the CJS. Again, it seems a specific strategy and specialist services are required for people travelling through the CJS who have learning needs.

3.4.6 People who had English as a secondary or other language (ESOL)

People with ESOL needs were more likely to be seen in magistrates' court rather than crown court. This could be because people with language needs were less likely to have the cases committed to crown court, potentially indicating less seriousness in the nature of their offences. However, there was no significant association found between ESOL needs and type of offence to lend support to this. There was, however, a significant association between ESOL needs and sentence length. People with ESOL needs were most likely to receive relatively short sentences of between 1 and 6

months. Additionally, people with ESOL needs were less likely to have experienced previous custody, and were less likely to have security concerns raised, than those who did not have ESOL needs. Taken together, these findings lend some support to the suggestion that foreign national prisoners are not, in fact, dangerous individuals, as has been portrayed in the media previously (Banks, 2011). It could also be that people with ESOL needs were more likely to be remanded at magistrates' court, rather than bailed to appear at crown court. Anecdotally, there were known instances of people who could not speak English being remanded overnight due to a lack of interpreter available. However, there was also no significant association between ESOL needs and custody status regarding being sentenced or remanded.

In the current research, no one with ESOL needs reported learning needs. However, it could be that learning needs were hidden by language needs. This could, in turn, affect someone's ability to acquire a new language therefore forming a different type of 'double burden'. More specifically, previous researchers have proposed a Linguistic Coding Differences Hypothesis (Sparks, Ganschow & Pohlman, 1989; Ganschow, Sparks & Javorsky, 1998). The hypothesis argues that subtle differences in how people learn the syntactic and phonological aspect of their native language can affect a person's ability to learn additional languages. It therefore seems of importance for people with language needs to also be screened for learning needs, using interpreters and/or versions of assessments in the person's primary language. The Weschler Adult Intelligence Scale (WAIS-IV, Pearson Education, 2008), for example, is available in

other languages. However, since the prison service in England and Wales is not yet routinely screening people for learning needs, even when their first language is English, and the WAIS is quite a lengthy test to complete, this is a challenging task and one which the prison service is a long way from being able to achieve. For example, Axelrod (2001) found administration times of the WAIS (version III) ranging from 58-65 minutes, not inclusive of scoring and report writing time.

The research findings also indicated much lower levels of need across several factors. People with ESOL needs were less likely to have immediate concerns identified, have physical health issues, mental health issues, suicide and self-harm concerns, substance use issues and anxiety than those with no ESOL needs. However, they were also less likely to be registered with a GP and less likely to report having accessed previous mental health support. Therefore, it could be that there are levels of unmet need and a reluctance to report issues and access support within this group. For example, one court interpreter commented to the researcher that it is not widely accepted in Easter European Countries for men to talk about mental health and therefore diagnosis is low. There is some research evidence to support this. Winkler et al. (2017) reviewed mental health services in 24 countries over 25 years and found that stigma and discrimination was still widespread, with human rights violations continuing to occur in under-funded services in Eastern and South East European Countries.

There were no significant associations found between ESOL needs and expectation of custody; types of mental health issue aside from anxiety; substance use in relation to offending; and type of substance use. However, alcohol use and ESOL needs was very close to reaching significance (p=0.053). This suggests that, similarly to older prisoners, those people with ESOL needs who do identify substance use issues are more likely to identify problematic alcohol use. Again, this is important due to the life-threatening implications of alcohol withdrawal, as highlighted above.

Overall, the findings indicate low levels of reported need amongst people with ESOL needs and evidence against the theory that foreign national prisoners are dangerous individuals. However, it is argued that more rigorous systematic assessment of foreign national prisoners is required to identify any unmet and/or unreported need. Further qualitative research is required to identify the reasons why people with ESOL needs are less likely to engage in services. Research could investigate if this is, for example, because of language barriers, lack of knowledge, cultural differences, or a lack of trust in agencies when the people involved could be at risk of deportation in the future.

In addition, all the data regarding to people with language needs discussed within the context of foreign national prisoners should be taken with caution as these two groups are not strictly the same. Many foreign national prisoners will have English as their first language (such as those from the USA, Canada and Jamaica) and therefore would not have been included with the language needs group. However, this group of people

could experience the similar challenges around liminality as other foreign nationals. Conversely, some people who identified themselves as British nationals may not speak English as their first language, particularly second-generation immigrants, born within the UK, to parents who relocated from another country. However, these would be included within the group who identified language needs. This, along with the significant associations highlighted with this research does therefore give rise to the question of whether it would be more effective for prisons, researchers and policy makers to highlight prisoners with language needs, rather than just those who identify themselves as foreign nationals.

3.4.7 Prisoners with mental health issues

As discussed above, people with mental health issues were more likely to be female, less likely to be young adults, more likely to not have any ESOL needs, and more likely to report learning needs. In addition, people with mental health issues were more likely to have been seen in magistrates' court. This could be an indication that they were more likely to be remanded rather than bailed where cases were committed to crown court. This was supported by the finding that people with mental health issues were more likely to be see on remand than having been sentenced than those without mental health issues. However, as discussed in the introduction this this chapter, reasons for remand do not include mental health considerations. It could be that mental health issues are linked to factors that are considered in remand decisions such as increased flight risk. However, it could also be that the decision making by

magistrates in relation to people with mental health issues is affected by a subjective view or unconscious bias (Arterton, 2008). It could also be that in the absence of readily available acute mental health services, magistrates have, on occasion, taken the decision to remand people experiencing mental health issues for their own safety. Allied to the findings around remand and mental health is the finding in this research that mental health was also associated with having previous spent time in custody. However, it also worth noting that there was no significant association between mental health and sentence length, offence type and expectation of custody. Nonetheless, it is well documented that prisons are not the most suitable places for people with mental health issues. For example, Lord Bradley's (2009) review argued that there were too many people with mental health issues in prisons, and custody can exacerbate mental ill health and increase the risk of suicide and self-harm. In addition to this, in the current research, unsurprisingly, people with mental health issues had an increased prevalence of suicide and self-harm concerns. It is therefore argued that an urgent review is required of the reasons for the prevalence of people with mental health issues placed on remand, with emphasis on the decision making of judiciary members.

Unsurprisingly, the current research also found that people with mental health issues were more likely to have immediate concerns than people with no mental health issues. However, they also had higher levels of comorbid needs. There were significant associations found between mental health and security concerns, physical

health issues, substance use issues and alcohol use. Taken together, these findings indicate that people with mental health issues are likely to require high levels of support and be particularly resource intensive in custody. This further adds to the argument outlined above that prison is not the most appropriate place for people with mental health issues. These comorbidities support previous findings that people with mental health issues, particularly those in the CJS, commonly experience additional vulnerabilities including substance use, learning difficulties and poor general health (Durcan, 2008). The same research also found that prisoners experiencing mental health issues exhibited poor life and social skills. This could be a contributing factor to the elevated levels of security concern amongst people entering custody with mental health issues because they are less likely to find constructive ways of overcoming challenges, and may become more easily frustrated. People with mental health issues were also more likely to be registered with GPs but not any more or less likely to have accessed substance use services and, as described in Chapter 2, many had not accessed previous mental health services. Therefore, service uptake by people with mental health issues is mixed.

In 2017, the National Audit Office reported that the British Government does not collect enough, or good enough data about mental health in prisons which makes it hard to plan services and monitor outcomes. This research has contributed to the evidence base and SPARC provides a mechanism to continue this. In addition, it is argued that the best source of information on prisoners' mental health needs is

themselves and screening should be done on entry into prison with direct consultation with the prisoner (Durcan & Zwemstra, 2013).

Overall, people with mental health needs entering custody have particularly high levels of need which require prompt attention. An urgent review of the underlying factors contributing to people with mental health issues being placed on remand is recommended and this should contribute to ongoing developments in relation to alternatives to custody for people with mental health issues.

3.4.8 Prisoners with substance use issues

As discussed above, people with substance use issues were less likely to be young adult or older prisoners than core adult prisoners; were less likely to have ESOL needs; more likely to report learning needs; and more likely to report mental health issues. In addition, they were more likely to be seen in magistrates' court, more likely to be given short sentences of under 6 months, more likely to report previous experience of custody and more likely to have been remanded or sentenced for acquisitive offences. These findings are indicative of a profile of people with substance use issues who commit repeated low-level offences that attract short sentences. This is somewhat reflective of previous research which suggests substance use as an important dynamic risk factor (Andrews & Bonta, 2010). In addition, previous research has shown that the majority of people who acknowledge drug use report that it is connected to their

offending (Liriano & Ramsay, 2003). This was reflected in this research where 60% related substance use to offending. However, the debate about any causal link between offending and drug use continues and it cannot be deduced from the current research. However, Bennett, Holloway and Farrington (2008) showed the extent of the association between drug use and offending, with the odds of offending between 2.8 and 3.8 times higher for drug users.

The findings in the current research were also supported by the analysis of repeat participants (see below) which found significant positive correlations between increased appearances in court and acquisitive offences, substance use and more specifically, opiate use. This suggests that to reduce reoffending, interventions in prison and the community need to be targeted at reducing substance use, particularly amongst people convicted of acquisitive offences. The need is reflective of previous research which found that acquisitive crime is associated with more frequent use of opioids like heroin as a means to fund its continued use (Bennet & Holloway, 2005). Unsurprisingly, given the physical issues associated with opiate withdrawal and alcohol withdrawal, people with substance use issues were more likely to have immediate concerns raised than participants without substance use issues. In addition, they had a higher prevalence of physical health issues. Again, cause and effect conclusions would require further research.

There were no significant associations found between custodial status regarding being sentenced or remanded, no gender differences, no differences in the levels of security concerns and no differences in the prevalence of GP registration. People with substance use issues were also no more likely than those without substance use issues to be sent to custody for violent offences. This contradicts previous theory and research which suggests that drug use has an impact on psychological systems which causes increased aggression and violence (Goldstein, 1985; Haggard-Grann, Hallqvist, Lagstrom & Moller, 2006).

Overall, the current research suggests that people with substance use issues are not necessarily committing offences related to a high risk of serious harm but do have high levels of comorbidity regarding physical health, mental health and learning needs. This suggests that effective dual diagnosis services are of paramount importance, both in the community and in prison. Physical health, mental health and substance use services must provide co-ordinated partnership working in order to successfully support people with substance use issues (Hughes, 2006). However, in the area where the current research was conducted, anecdotally there were frequent case studies highlighting situations where dual diagnosis pathways were not effective, and individuals were turned away from mental health services having been told to address their substance use first. In addition, during the research, there were case examples of people being turned away from social housing and being told they needed to produce 6 weeks of negative drug tests first. Guest and Holland (2011) suggest that

the term dual diagnosis does not accurately reflect the complexity of a multitude of psychosocial factors associated with mental illness and substance use. The current research is evidence that the situation urgently needs to change. In addition, targeted interventions to reduce reoffending must be provided to people with substance use issues convicted of acquisitive crime. There currently appear to be very few interventions targeted at this specific group of people. Most offending behaviour programmes, for example, target people convicted of sexual and/or violent offences who have committing the offences carrying most serious risk of harm.

3.4.9 Repeat participants

While there were some significant correlations within the repeat participants groups, these need to be taken with caution because a single appearance does not eliminate the fact that a person may have been convicted previously but just not within the data collection period. However, the findings do give an indication of factors which may be important in recidivism. The finding that substance use, and particularly opiate use, was positively correlated with repeat appearances adds to existing literature that has found an association between (re-)offending and substance use. In addition, acquisitive crime was also positively correlated with repeat appearances. These findings together are supportive of previous research which has shown a similar association. For example, Revolving Doors (2017) reported that 40% of prisoners had used heroin, that heroin causes the most harm, and that heroin and crack cocaine

users are estimated to commit 45% of acquisitive offences. Given the cost of the illicit drugs trade in England and Wales is estimated to be £10.7 billion and that approximately £6 billion is due to drug-related acquisitive crime (Revolving Doors, 2019), targeted interventions to support people engaged in repeated acquisitive offending and substance use are urgently required. Effective interventions are required in prison and probation settings, as well as through preventative or diversionary schemes.

Interestingly, violent offences did not feature in the picture from the current data of repeat offending and drug use, and psychotic disorders were negatively correlated with recidivism. This finding contradicts previous research which has linked substance use to violent crime and psychosis (Soyka, 2000). The current finding could be explained by findings from Scott, Johnson, Menezes and Bindman (1998) which suggest that violent behaviour is more likely when dual diagnosis exists than when substance use and psychotic illness exist in isolation. However, since substance use is linked to psychosis through the process of drug-induced psychosis (Early Psychosis Intervention Programme, 2003) and as well as offending behaviour, addressing substance use clearly remains important.

The finding that child sexual offences were negatively correlated with repeat appearances is most likely explained by the length of sentence attracted by such convictions (if someone is in custody for a long time, they are far less likely to be able

to offend while in prison). For example, sentencing guidelines suggest that the sexual assault of a child under 13 could attract a custodial sentence of up to 14 years (Sentencing Council, 2019). The negative correlation of suicide and self-harm concerns with repeat appearances is likely a result of the fact that the more someone goes to prison, the more they are prepared for this and therefore less likely to raise concerns around suicide or self-harm. However, it is important to highlight that suicide and self-harm concerns were still present in those who had been seen on previous occasions. Language needs were also negatively associated with repeat appearances which adds additional weight to the argument presented previously that foreign nationals are not inherently dangerous, as portrayed by the media.

3.4.10 Overall discussion

3.4.10.1 Strengths

The further exploration of data at the point of entry into custody shares the strengths identified within Chapter 2. As well as providing an overall needs analysis on a large sample of participants, it offers an in-depth examination of identified subgroups at the specific point of transition into prison custody which appears to be missing from prior research. It provides comparative information of different subgroups which appears relatively rare in existing literature. For example, many publications, aside from those relating to females, provide statistics on each group (e.g. remand prisoners, foreign

national prisoners) but they are not always set in the context of a direct comparison with people who do not share the characteristics of the group under investigation (e.g. females versus males, remand versus sentenced).

3.4.10.2 Limitations

In addition to the limitations identified within the discussion of specific groups of data, there are some overall limitations. For example, there is significant literature suggesting that Black, Asian and Minority Ethnic (BAME) Groups have specific needs. However, although ethnicity information was collated during the Keep Safe Interviews, it was not collated in the data set by SPARC Practitioners. Given the previous data about BAME groups, this is a missed opportunity. Further research should address this.

In addition, where the data was divided into several groups, there were some groups with small numbers of participants. This was evident for example within offence type, mental health subgroups and type of substance use. Therefore, the findings for these groups should be treated with some caution. Furthermore, there is significant overlap between individuals within each group. For example, someone identified as being a remand prisoner may also have ESOL needs and substance use needs. Ideally, structural equation modelling should be undertaken to investigate the interaction of characteristics to ascertain whether belonging to multiple special populations further increases (or decreases) need. This data did not allow for such modelling to be undertaken due to the small number of participants within some sub-groups.

Therefore, future research should include an even larger sample size to facilitate the modelling of multiple levels of belonging to different special populations and ascertain the impact of this on levels of need.

Finally, the limitations of the data identified in Chapter 2, such as challenges with secondary and self-report data, are also inherent within the more in-depth exploration provided in this chapter.

3.4.10.3 Future research

As identified in Chapter 2, the exploration of data presented in this chapter does not offer a specific evaluation of SPARC. This will be the focus of the following 2 chapters. In addition, this data did not identify the needs and referral pathways utilised during day 2 follow up assessments. This would be an area for future development. Future research could also investigate specific needs of females, people within different age groups, language needs, learning needs, mental health needs and substance use needs amongst the population of people who are released from court cells rather than those sentenced or remanded to prison custody. This would be particularly important for people released from court on community orders to ascertain whether community criminal justice services should also be tailored to support the specific needs of these groups of people. Research in this area would also provide an opportunity to compare people who are sent to custody with people in the community, regarding the levels of need within these subgroups, a currently under-researched area (Sirdifield et al. 2019). Further research should be conducted to explore differences in outcomes during

custody and following release within the groups. The comparison study commenced here should be extended to the entire criminal justice journey in a consistent manner. Future research could also investigate the extent to which the differences between subgroups are found in other correctional jurisdictions around the world. A final suggestion would be to compare those who commit offences on their own with those who are co-accused to see if they hold differing characteristics and needs. No existing data could be located in relation to this. It is of importance to highlight that all the suggestions for future research highlighted here are feasible utilising SPARC as a model for data collection and support.

3.4.10.4 Implications

In addition to the implications discussed above in relation to specific groups of people in prison, this research provides evidence to suggest that the MoJ (and perhaps correctional systems around the world) should have specific strategies in place to manage remand, young adult and older prisoners, and prisoners with language, learning, mental health and substance use needs, in a similar manner to their emerging strategy and services for women. This should include awareness training for all prison and partner agency staff about the needs identified within these groups and how to support them, what services are specifically available for them, what facilities are available to them, how identified gaps in services and facilities can be overcome, how the groups are differentially affected by prison regimes and how their resettlement needs can best be managed. More specifically, plans for remand prisoners; tailored interventions for young adult and older prisoners; robust

assessments of and interventions for people with learning needs; dual diagnosis service; strategic partnership working; and targeted interventions for people with substance use issues convicted or arrested for acquisitive offences, and for people with multiple convictions, are required.

In addition, the information presented within this chapter further evidences the need for tailored, needs-led support to be offered in the court cells at the point of transition into custody. The SPARC model provides a way to do this without excluding specific groups of people, and allowing flexibility to respond to the psychological needs of each individual in relation to their specific circumstances, needs and characteristics. For example, SPARC provides the opportunity to ensure prompt referrals for people with substance use issues (which may also impact on other areas of need such as mental health and security concerns); to further explain what is happening to people with learning needs (which may subsequently impact on security needs and immediate concerns); and to encourage reflection and motivation to address issues amongst repeat participants; whilst also addressing additional practical issues not explored within the current research such as resolving accommodation issues, ensuring family safeguarding and securing pets.

3.4.10.5 Conclusion

In conclusion, whilst not without limitations, this chapter has provided an in-depth exploration of the needs of sub-groups within the population of people transitioning into prison custody. The findings have highlighted important implications for future service planning for the delivery of justice services, as well as several avenues for future research, many of which can be addressed through the continuation and further expansion of SPARC services. The research has also provided further evidence of the need for SPARC.

Chapter 4: The impact of SPARC on safer custody, social climate and wellbeing

4.1 Introduction

Chapter 1 described the current prison context regarding poor outcomes for people detained in custody, including decreased safety, risk to family ties and frequent reoffending. Chapter 2 described SPARC, a service which aims to improve wellbeing through addressing the basic needs of each individual entering custody to provide them with a better chance of reaching a level self-actualization required to address their behaviour. The intervention operates on principles of a rehabilitative culture, including Procedural Justice, treating people with decency, kindness and transparency. At its core, SPARC promotes access to the fundamental goods outlined by the Good Lives Model, using a series of Behavioural Nudges to support access to resources. The approach aims to build hope and social capital through facilitated access to advice, resources and information. The SPARC intervention is delivered across the critical transition from court into detention. Chapter 3 investigated the needs of specific vulnerable groups of people entering custody. This chapter aims to start exploring the impact of SPARC.

Various reports have provided positive feedback about SPARC. For example, HMIPs (2014) report on their unannounced inspection of HMP Lincoln described SPARC as excellent and innovative, providing good support (HMIP, 2014b). A further HMIP inspection in 2017 cited SPARC as an example of good practice (HMIP, 2017). In addition, HMP Lincoln's annual Independent Monitoring Board (IMB) reports recognised SPARC as an important aspect of resettlement and being particularly important for first time prisoners (IMB, 2015, 2016, 2017). The reports also recognised its role in offering support, especially to men entering prison for the first time. These reports have started to highlight the effectiveness of SPARC. However, the effectiveness is bound in observation and not in empirical evidence; provided by outputs and process evaluation, but not outcomes or impact. Routine outcomes measurement is central to driving improved quality and accountability of services (National Institute for Mental Health, 2005). Outcomes assess the effectiveness of a programme or intervention in producing change; impact assesses the difference the programme has made (Linnell, Radosevich & Spack, 2018). As organisations are being asked to do more with less resources, providing evidence of impact has become increasingly important, especially within the CJS.

However, the measurement of outcomes and impact is not necessarily straightforward, especially in processes which aim to deliver a variety of interventions for different people, depending on the needs of their situation. Raphael (2000) applied this issue to community-based programmes which (like SPARC) are rarely

designed to deliver one specific goal; instead they are made up of a range of activities which draw on different fields and knowledge bases, and this type of context makes evaluation challenging. To overcome these challenges, outcomes could be measured for each function of SPARC. For example, a battery of tests could be provided to investigate all elements of change, perception and development, including but not limited to, levels of hope, perceptions of justice and trust, self-actualisation, social capital, perceived safety, and access to resources as outlined in the Good Lives Model. However, a battery of tests to cover all elements of SPARC would be lengthy and impractical to complete on a large number of people. In addition, since SPARC is responsive to the needs of each client, what may be an outcome for one client, is not relevant to another. Furthermore, there are challenges in measuring some of the individual factors that SPARC aims to mitigate. For example, studies of resilience have relied on inconsistent definitions and rarely use psychometrically sound assessments instruments to measure the concept (Fougere, Daffern & Thomas, 2015). The Good Lives Model and Maslow's Hierarchy of Needs do not have specific measures related to them. Therefore, a more holistic approach to measuring impact may be more suitable.

Prisons do have a number of evaluation measures which form the Custody Performance Tool (Crowhurst & Harwich, 2016). These are a series of Key Performance Indicators (KPIs) including measures of the prevalence of suicide and self-harm, violence in custody, positive drug tests and resettlement outcomes such as accommodation and employment on release. They also measure reoffending rates.

These are factors which SPARC aims to mediate and improve, but they cannot be used to evaluate SPARC. The prison data is not collected on an individual basis, only on an overall residential wing and prison level. Therefore, this would not allow for a comparison of SPARC clients with those who did not receive the SPARC intervention, only a prison against prison comparison. For example, HMP Lincoln could be compared to another category B local prison to see if the above outcomes improved since the introduction of SPARC. However, SPARC does not support every person arriving at HMP Lincoln (such as those who transfer from other establishments or come from courts outside of Lincoln) and there may be many other mediating factors between prisons in different areas, including staffing, management, differing services, rurality, and local crime trends.

KPIs can also be criticised because it is possible that a prison could achieve its KPIs but still not be treating prisoners humanely or constructively. Furthermore, positive achievements may be overlooked by KPIs and individual circumstances are not included. Since KPIs do not involve evaluation through the views of people detained, they may not accurately reflect what people in prison need and experience (Solomon, 2004). In addition, it has been argued that what happens 'on the ground' is often far more complicated than the rhetoric of oversimplified data that influences policy and practice (Coote, Allen & Woodhead, 2004). Moreover, resettlement outcomes and recidivism may take several years to come to fruition, depending on the length of sentence imposed on each person.

Since SPARC takes an individualist approach to supporting people, it was also felt important to gather the perceptions of its clients, rather than actuarial figures which are somewhat removed from the direct experiences of people in prison. As highlighted in previous reports, the only way to know how someone is doing is to ask them (New Economics Foundation, NEF, 2012). In addition, recidivism figures have been heavily monitored by the MoJ and at the inception of this research, they would not provide permission to investigate recidivism for a specific group of people.

As identified in Chapter 1, a concern in prison settings is around the safety of both staff and prisoners. An alternative outcome measure, which encompasses perceptions of safety and appears to be gaining popularity is the measure of 'social climate' in prisons. Social climate (also known as 'ward atmosphere') was originally measured in psychiatric wards and treatment settings and has been described as an important factor influencing client wellbeing and treatment outcome (Middelboe, Schodt, Byrsting & Gjerris, 2001; Moos, 1974). The notion of correctional and psychiatric establishments having a discernible climate has been recognized for some time. The World Health Organisation (WHO, 1953) reported that climate is the single most important factor in the efficacy of interventions. Social climate is described as the material, social and emotional conditions of a given environment, and the interaction between such factors (Moos, 1989). More recently, the concept has been expanded to suggest that social climate is a set of conditions relating to the internal environment of an organization, as perceived by its members (Ajdukovic,1990). The climate can be

comprised of perceptions of the threat of violence, how supportive the environment is, and the opportunity to learn new skills and pro-social behaviour (Ajdukovic,1990). Social climate can also include perceptions of safety, cohesion, support, and therapeutic environments (Schalast, Redies, Collins, Stacey & Howells, 2008). Such a concept is also described as a condition of 'external readiness' which is likely to influence treatment engagement and programme responsivity through the development of a therapeutic, rather than purely custodial, climate (Howells et al., 2009). In the UK specifically, social climate measures emphasise social structure, care and interaction (Ross, Diamond, Liebling & Saylor, 2008).

Social climate has been indicated as a determinant in treatment outcomes (Beech & Hamilton-Giachritsis, 2005) and client satisfaction (Middelboe et al., 2001). However, facilitating positive social climates in prisons, which are primarily for punishment and deterrence, and not necessarily conducive to behaviour change, is challenging. As Davies (2004) highlights, living in an environment which is perceived to be unsafe or disempowering potentially acts as a counter to any therapeutic progress which might be made in rehabilitation sessions. Nevertheless, it is important to strive for positive social climates because while positive climates have been implicated in longer duration before re-arrest following release from custody (Schubert, Mulvey, Loughran & Loyosa, 2012), negative climates have been indicated in greater verbal and physical aggression towards others and towards oneself (Long et al. 2011; Ros, Van Der Helm, Wissink, Stams & Scaftenaar, 2013). SPARC aims to mediate perceptions of safety and

support, through its provision of advice, information and prompt referrals, subsequently increasing the likelihood of engagement in sentence plans and behaviour change. Therefore, SPARC could be a potential mediator of social climate in prisons.

Measuring social climate, therefore, seems to hold value. However, social climate measures a person's perception of extrinsic rather than intrinsic factors. It would seem pertinent to also investigate impact on a person on an intrinsic basis. Wellbeing is one such measure. There are various definitions of wellbeing. For example, wellbeing has been defined as:

1) a dynamic process understood as how people feel, how they function on a personal and social level, and how they evaluate their lives as a whole. It is an interaction between their circumstances, activities and psychological resources (NEF, 2012).
2) a positive physical, social and mental state, more than just the absence of mental illness, which brings a wide range of benefits including reduced risk behaviour, reduced mortality, improved productivity and improved educational outcomes (HM Government, 2010).
3) a positive physical, social and mental state, requiring that basic needs are met, individuals have a sense of purpose, and they feel they can reach their goals (Welsh Government, 2012).

4) including self-acceptance, positive relations with others, personal control over their environment, purpose in life and autonomy (Scottish Government, 2009).
5) having two dimensions: hedonic – positive feelings, life satisfaction and happiness; and eudomic – positive functioning, engagement, fulfilment, sense of meaning, social wellbeing (Friedli, 2009).

Although these definitions vary slightly, they all make it clear that wellbeing is pervasive and essential in achieving positive outcomes. Wellbeing is an all-encompassing concept to describe the quality of people's lives (Dodge, Daly, Huyton & Sanders (2012). As a result, wellbeing is increasingly being highlighted as an important outcome indicator in a variety of settings (e.g. NEF, 2012; Office for National Statistics, 2016). Furthermore, the facets of wellbeing described through these definitions are all elements that are clearly at risk when someone enters custody and areas that SPARC aims to support.

Wellbeing emerges from complex inter-relationships between mental health, physical health, the environment and societal (in)equality; wellbeing emerges from these influences because people actively construct a view of themselves and the context of the world around them (Friedli, 2009). Wellbeing is a fundamental factor in quality of life, essential for enabling people to experience life as meaningful and to cope with life's stressors, and is as essential component of social cohesion, productivity, peace and stability, contributing to social capital and economic development (Herrman,

Saxena & Moodie, 2005). Ryff and Keyes (1995) highlight six dimensions of wellbeing, as follows:

1) Autonomy
2) Environmental mastery (managing one's life in the surrounding world)
3) A sense of personal growth and development as an individual
4) Positive relations with others
5) Purpose in life
6) Self-acceptance (acceptance of what has come previously in life).

These elements of wellbeing have been shown to be predictive of outcomes in physical health, quality of life, alcohol and drug use, criminal behaviour, employment, earnings and pro-social behaviour (Friedli, 2009). In addition, there is a clear overlap between these factors and the theoretical underpinning of SPARC regarding, Maslow's Hierarchy of Need and the Good Lives Model, as outlined in Chapter 2. Factors influencing wellbeing such as positive relations and autonomy are both indicators in and outcomes of long-term resettlement and reintegration outcomes for people in custody (Blakeman & Allars, 2014). Therefore, it would seem that wellbeing is a suitable outcome indicator for an initial impact evaluation for SPARC. Wellbeing is also linked to people's feelings about their community and their sense of belonging and trust (Tinkler & Hicks, 2011), and therefore there is a further link to social climate.

Furthermore, an alternative approach to wellbeing describes it as the balance between resources and challenges such that stable wellbeing occurs when individuals have the psychological, social and physical resources they need to meet a particular psychological, social or physical challenge (Dodge, et al., 2012). The model views wellbeing as a dynamic rather than static concept. It has been argued in Chapter 1 that entry into custody poses psychological, social and physical challenges through the deprivation of freedom impacting on access to resources and support; SPARC aims to support people to overcome such challenges by facilitating access to psychological, social and physical resources (such as access to mental health services, access to peer support, information about the prison regime, and support to maintain family ties). Dodge et al. (2012) illustrate this approach using a 'seesaw' or scales (see Figure 4.1). Through SPARC, the aim is to tip the scales towards resources and lighten the challenges.

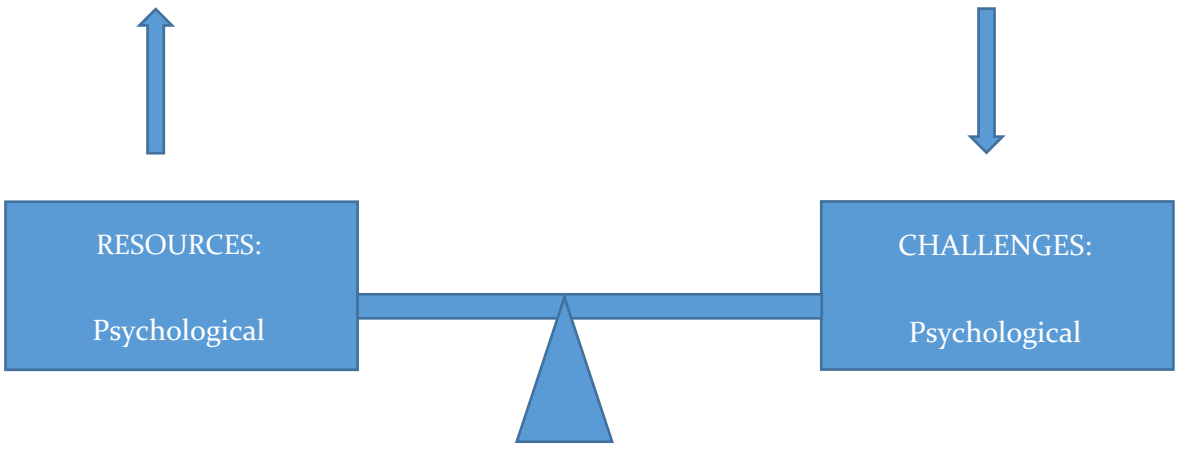


Figure 4.1 Model of wellbeing adapted from Dodge et al. (2012)

Based on the empirical and theoretical underpinnings of social climate and wellbeing, SPARC was evaluated using measures that encapsulate these factors. It was also evaluated on some of the indicators commonly used in prison performance measures that are not dependent on release from custody (suicide, self-harm, violence), engagement in services and support, and perceived helpfulness. This was done through research directly involving men currently serving prison sentences.

It was hypothesised that individuals who received the SPARC intervention would demonstrate better outcomes than those who did not receive the SPARC intervention. Specifically, the following was hypothesised:

There will be no association between residential wing, age and previous prison experience and the perceived helpfulness of SPARC.

More importantly, compared to men who did not receive the SPARC intervention, SPARC clients will report:

1) improved behaviour
2) improved feelings of safety
3) fewer suicide attempts and/or less self-harm in custody
4) experiencing less violence or bullying
5) fewer incidences of being in debt
6) being more likely to have family contact
7) being more likely to engage in Peer Support schemes

8) being more likely to be engaged in support from other services inside the prison
9) being more likely to have maintained contact with pre-custody services

Finally, compared to non-SPARC clients, SPARC clients will

1) score more positively on a measure of social climate
2) score more positively on a measure of wellbeing.

4.2 Method

4.2.1 Participants

The participants were a volunteer sample of 289 males who were detained in HMP Lincoln, either on remand, convicted unsentenced, or sentenced. All men detained during the data collection period were provided with the opportunity to participate, in order to try to reduce sampling errors. There were 714-719 men in the prison during the data collection period (numbers fluctuated daily). Therefore, approximately 40% of men detained volunteered to participate. The mean age was 35.04 years (*SD* =12.51). Further information about the participant characteristics is provided within the results section of this chapter.

4.2.2 Measures

Three measures were used: A safer custody questionnaire, the Essen Climate Evaluation Scale (EssenCES; Schalast, Redies, Collins, Stacey & Howells, 2008) and the Clinical Outcomes Routine Evaluation (CORE; Evans et al. 2000). The safer custody questionnaire was used to ascertain whether someone had received the SPARC intervention and to establish levels of engagement in support and feelings of safety. The EssenCES was used to measure social climate. The CORE was used to measure wellbeing. The complete questionnaire pack is provided in Appendix 3

4.2.2.1 Justification for Safer Custody questionnaire

The safer custody questionnaire allowed for data to be captured about engagement in services and about perceptions of safety and behaviour. Questionnaires can be invaluable when data is needed from large numbers of people. They can be cost-effective and easier to analyse than other methods (Adams & Cox, 2008). They also facilitate anonymity and allow respondents to consider their responses carefully without interference from a researcher, both factors were considered important given the nature of the research. A questionnaire method also helped to reach as many of the men in the prison as possible. An interview or focus group method would have restricted the number of participants due to time resources and would have yielded a large amount of qualitative data which may have been less focussed. Since this was an initial evaluation, it was felt that there needed to be a focus on the existing literature discussion in Chapter 1 regarding safety in custody and in the introduction to this chapter regarding social climate and wellbeing. Questionnaires allowed for this. The questionnaire was designed in line with the principles of effective questionnaires outlined by Adams and Cox (2008) as follows:

1) It was designed in consultation with the prison's Peer Supporters to aid readability.
2) The questionnaire was kept as short as possible since responses are more likely with short questionnaires (Edwards et al., 2002) but this also had to be balanced by the fact that the safer custody survey is only conducted yearly, and prison safer custody covers several functions.

3) Questions were grouped together to assist each respondent to contextualise the questions.
4) Clear ground instructions were provided at the beginning and end of the questionnaire.
5) A clear explanation of the benefits of the questionnaire (to manage safety in the prison and to evaluate SPARC in order to improve services in future) was provided to motivate respondents.
6) Double negatives were avoided.
7) Answer ranges with explanations were provided where required (e.g. 1 = 'always unsafe, 6 = always safe').
8) A mixture of factual questions requiring yes/no responses; more complex factual questions requiring some interpretation or analysis e.g. 'How long have you been at HMP Lincoln?'; opinion questions e.g. 'How safe do you feel in each of these areas of the prison?" and open questions e.g. 'Any other comments about violence/bullying?'. The factual questions allowed for the differentiation between groups of people, the attitudinal questions were important to establish feelings of safety and support, and the open-ended questions provided the opportunity to uncover new issues.

The research was designed and conducted in collaboration with the prison's Safer Custody Team who were required to complete an annual survey into prisoner's views of safety in custody in order to inform policy and practice within the prison. Safer

custody teams are present in all prison establishments to co-ordinate and report on all areas of safer custody including suicide, self-harm and violence (MoJ, 2013). Working collaboratively meant that the Safer Custody Team benefitted from the use of the researcher to complete the data entry and analysis. The researcher benefitted from having support from the prison's Senior Management Team and Safer Custody Team to deliver the research. The men in the prison benefitted from not being asked the same, or similar, questions twice during a short period of time. The questionnaire displayed the HMP Lincoln logo, the LAT logo and the University of Lincoln logo to indicate the collaboration to participants. Questionnaires originating from Universities have been shown to have higher response rates than other sources such as commercial companies (Edwards et al., 2002).

The questionnaire was designed based on the aims of the prison's annual safer custody survey as well as the aims of the SPARC research. The questionnaire provided a consent form which detailed the aims of the research (wanting to find out about people's views of safety in the prison) and key ethical considerations (see ethics section below). The information brief also provided instructions for ways that participants could return their completed surveys – using the general applications post boxes in the prison, or via the library where they would receive a Mars Bar in exchange for their completed questionnaire. The information gathered on the questionnaire was as follows:

Section 1: About you

This section requested basic demographic information (age, ethnicity, country of birth, religion, and prison status). The prison status variables were which wing (residential unit) the participants were located on (A, B, C, E or CSU); their current Incentives and Earned Privileges (IEP) Level, an assigned category for each person in prison based on the behaviour they have demonstrated which provides varying access to privileges such as television, clothing and visits, depending on the level (entry, basic, standard, enhanced); their education and/or work status in custody (in education, in work, retired, not in work or training); whether they had been in prison before (yes, no); the length of time spent in HMP Lincoln (under 1 month, 1 month-under 6 months, 6 months to under 1 year, 1 year or over); the custody status (remand, recall, life or similar sentence, under 1 year sentence, 1 year or over sentence).

Section 2: Entry into prison

Participants were asked where they had been immediately prior to HMP Lincoln (i.e. how they had arrived; from Lincoln Court, another court or on an inter-prison transfer). They were asked if they had been seen by a SPARC Practitioner (yes or no) and this was included to allow between-subjects comparisons between 'SPARC' clients who had received the intervention with 'non-SPARC' clients who had not received the intervention. This section also included a question about how helpful they perceived SPARC to be (from not helpful at all, to helpful in every way), used to form the beginning of the evaluation of SPARC.

Section 3: Feeling safe

Participants were asked to rate on a Likert scale of 1 (always unsafe) to 6 (always safe) how they felt in the different core areas of the prison, as follows:

- reception
- first night centre
- their wing
- their cell
- their workplace
- servery
- library
- gym
- exercise yard
- chapel
- visits
- healthcare

Section 4: suicide and self-harm

This section asked participants whether they had previously attempted suicide and/or self-harm prior to custody and since being in custody. An open question asked for their reasons for doing this. They were also asked about whether they had told staff (yes or no), whether they had been on an ACCT book (yes or no) how well they felt the

staff supported them, rated on a Likert scale from 1 = not helpful at all to 6 = helpful in every way.

Section 5: Violence and Bullying

Participants were asked if they had experienced violence or bullying in the prison (yes or no), what type of violence this was (physical, verbal, sexual, psychological or other), whether they reported the issue (yes or no), and whether they felt support from staff was helpful (on a Likert scale from 1 = not helpful at all to 6 helpful in every way). They were asked whether they were in debt (yes or no), and whether the level of violence had increased since being in debt (yes or no). This was because violence in prisons is often associated with debt (Edgar, 2014).

Section 6: Family and visits

This section asked participants whether they had any contact with families (yes or no), and what methods they used to keep in contact (none, reception telephone call on arrival, visits, telephone calls, letters, e-mails).

Section 7: Support Schemes

Participants were asked about which Peer Support schemes they made use of (Listeners, Insiders, Wing Reps, Education Reps, Resettlement Reps and Buddies), and whether these were helpful on a Likert scale from 1 = not helpful at all, to 6 = helpful

in every way. These were included because Peer Support schemes have been shown to increase protective factors such as self-esteem and trust and improve behaviour in custody (Collica-Cox, 2014; HMIP, 2016), Participants were asked what partner agencies supported them prior to their stay in custody (mental health services, other healthcare service, community chaplaincy, drug and alcohol services, leaving care worker or other), and during their stay in custody (substance use service, chaplaincy, healthcare, LAT, mental health and OMU). These questions were asked because partner agencies provide support to address the needs identified in Chapters 2 and 3.

Section 8: Behaviour

Participants were asked about their own behaviour in custody regarding whether they had received any adjudications, spent any time in the Care and Separation Unit (CSU), received any IEP warnings, whether they had tested positive for drugs, whether they had used un-prescribed drugs and/or illegally brewed alcohol during their time in custody. These were included as key indicators to safer custody about the safety and stability of the establishment.

The questionnaire was completed with two psychometric measures to facilitate standardised measurement of the key outcomes for SPARC: safety (measured by the Essen Climate Evaluation Scale) and wellbeing (captured by the Clinical Outcomes Routine Evaluation).

4.2.2.2 Essen Climate Evaluation Scale

Description

The EssenCES was used to measure social climate. It is a 17-item questionnaire which fits on one side of A4. The measure covers 3 domains:

1) Therapeutic hold and support – assesses the extent to which a climate is supportive of therapy and therapeutic change.
2) Patients/inmate cohesion and mutual support – assesses whether mutual support of a kind typically seen in therapeutic communities is present in an institution or not.
3) Experienced safety – assesses tension and the perceived threat of aggression and violence.

(Day, Casey, Vess & Huisy, 2012)

Scoring

Respondents are asked to score the extent to which they agree with each item on a five-point scale: 0 (not at all), 1 (little), 2 (somewhat), 3 (Quite a lot), 4 (very much). The first and last item are not scored (positively worded items). Within the remaining 15 items, 8 are positively worded (e.g. 'The inmates care for each other'), while 7 are negatively worded (e.g. 'Really threatening situations can occur here') and, as such, are reverse scored (e.g. 4= not at all). There are five scored items for each domain. Higher overall scores are indicative of higher patient cohesion, higher experienced

safety and higher therapeutic hold. The three sub-scale scores can be aggregated to produce a total score, with a higher score indicative of a more positive climate.

Justification

The EssenCES was developed based on a number of studies during which different sets of questionnaire items were evaluated (Schalast, et al., 2008). It is free to use, operates on a 'copyleft' principle, meaning that it can be copied for use if it is not altered, and is publicly available. The questionnaire was developed with the aim of being easy to read and understand. Specifically, it was designed to be shorter and more economical than the previously used Ward Atmosphere Scale (WAS; Moos & Houts, 1968) with a simpler and more stable trait structure. The WAS was ruled out due to its length and complexity. It is a 100-item scale which aims to measure 10 aspects of a unit or institution. A shorter instrument has been developed since the WAS; the Correctional Institutions Environment Scale (CIES, Moos, 1987). However, the CIES and WAS have both been criticised due to low internal consistency of some scales, outdated item content (e.g. 'One may interrupt the doctor'), and little support for the factor structure (Rossberg and Friis, 2003; Wright and Boudouris, 1982).

The prison social climate survey (PSC; Saylor, 1984) was also considered. However, the PSC is only administered to staff and, within this study, it was felt important to gain the perceptions of the men in prison. The Measuring Quality of Prison Life

questionnaire (MQPL; Liebling, Hulley & Crewe, 2012) was also considered. However, this is already used routinely during inspection visits by HMIP and consists of 128 items administered and analysed by teams of approximately 6 staff. This was therefore not selected in order to not cross the remit of HMIP, and due to its length.

The EssenCES was originally developed in forensic psychiatric wards, but a prison specific version has since been developed which was utilised for this research. The EssenCES has been found to have good convergent validity, internal consistency and support for the original factor structure when tested in three secure health settings (Howells et al., 2009) and an Australian prison population (Day et al., 2011).

Schalast et al. (2008) note that there is no sophisticated theoretical background to the dimensional structure of the EssenCES. The three dimensions it aims to test have face and empirical validity. Rogers (1961) argued that therapeutic hold is an essential feature of settings and relationships for therapy; Beech and Fordham (1997) argued that patient cohesion is strongly linked to treatment outcome; and Maslow (1943) reported safety as a basic human need and argued that effective treatment cannot be administered in an atmosphere of constant aggression, tension and the threat of violence.

Psychometric properties

1) Acceptability

There was no previous data to access regarding the acceptability of the EssenCES. However, one measure of acceptability, used for the CORE was response rate (Evans et al., 2002) and therefore this was also applied to the EssenCES. In this study, 14 participants (4.8%) did not complete any items on the EssenCES. These were disregarded. Of the remaining sample of 275 participants, a further 2 (0.7%) had one incomplete item. No one had more than one incomplete item. Therefore, of those who attempted the CORE, 99.3% completed it fully. The overall item completion rate was 99.9% (all items across all 275 respondents), therefore evidencing a high response rate, indicative of a high level of acceptability. This is despite the wording of some questions being less familiar within the UK prison population, such as 'inmate' rather than 'prisoner'.

2) Internal consistency

The internal consistency of the EssenCES has been indexed in previous research using Cronbach's α (Cronbach, 1951) and therefore this was tested in the current data. See Table 4.1 below.

Table 4.1 Cronbach's α (95% CI) for EssenCES

Domain	Current Data (n=289)	Previous research Secure hospital (Schalast et al., 2008) (n=327)	Prison (Day et al. 2011)
Inmate/patient cohesion	.85(.82-.88)	.80	.82
Experienced safety	.77 (.72-.81)	.78	.75
Hold and Support	.72 (.66-.77	.87	.74
All items (15 items)	.81 (.78-.84)	Not reported	.72

An acceptable level of reliability is α = 0.7 or above (Nunally & Bernstein, 1994), although too close to one (0.90 and above; Streiner, 2003) indicates that the items are too similar. Streiner (2003) suggested that anything above 0.90 is problematic but others have suggested 0.95 should be the upper tolerance limit, particularly in clinical application (Bland & Altman, 1997). According to current data, all 3 subscales and the total scale were within the accepted tolerances for Cronbach's α suggesting good internal reliability.

The corrected item total correlation coefficients (CITC) were calculated to provide additional information in relation to the suitability of inclusion of each item. These are provided in Table 4.2 below.

Table 4.2 CITC for EssenCES within current sample

Item number on EssenCES	Item	rs Inmate cohesion
2	Inmates care for each other	.75
5	Even the weakest inmate finds support from his/her fellow inmates	.78
8	Inmates care about their fellow inmates' problems	.81
11	When inmates have a genuine concern, they find support from their fellow inmates	.80
14	There is good peer support among inmates	.76
		rs Experienced safety
3	Really threatening situations can occur here	.70
6	There are some really aggressive inmates in this unit	.81
9	Some inmates are afraid of other inmates	.82
12	At times, members of staff feel threatened by some of the inmates	.51
15	Some inmates are so excitable that one deals very cautiously with them	.63
		rs Hold and Support
4	In this unit, inmates can openly talk to staff about their problems	.67
7	Staff take a personal interest in the progress of inmates	.80
10	Staff take a lot of time to deal with inmates	.70
13	Often, staff seem not to care if inmates succeed or fail in the daily routine	.48
16	Staff know inmates and their personal histories well	.71

*All correlations were significant at p<.001 level

A CITC above 0.50 is considered high (Helmstadter, 1964) but Rossberg and Friis (2003) suggested the removal of only items with a CITC of less than 0.20. Based on this, all items, were found to be appropriate indicators of the dimension to which they

are assigned. There were no apparent data comparators for this with a prison sample, but it is noted that the CITCs are similar to those reported by Schalast et al. (2008) for a secure health sample who reported a range from 0.49-0.75.

3) Dimensionality

An exploratory factor analysis was completed on the EssenCES data set. The analysis supported the original 3 factor model of the EssenCES. The details of this are provided in Appendix 4.

4.2.2.3 Clinical Outcomes Routine Evaluation (CORE)

Description

The CORE was used to measure wellbeing outcomes. It is a 34-item self-report measure which fits onto 2 sides of A4. The measure covers 4 domains which link to the definitions of wellbeing outlined in the introduction:

1) Wellbeing (4 items)
2) Social Functioning (12 items, including close relations, social relations and life functioning)
3) Problems/symptoms (12 items, including anxiety. depression, trauma and physical symptoms)
4) Risk (6 items, which include items indicative of risk to self and to others). (McCloskey, 2001).

Scoring

Respondents are asked to score their items using tick boxes based on how they felt "Over the last week". Each item is measured on a scale of 0-4. Twenty-six items are negatively worded e.g. 'I have felt terribly alone and isolated' 0 = not at all, 1=only occasionally, 2 = sometimes, 3 = often, 4 = most of the time. The remaining eight items are positively worded e.g. 'I have felt OK about myself' where the scoring is reversed (e.g. 0= most of the time). The overall score is problem scored (higher scores indicate more problems, lower wellbeing, higher risk, lower life functioning). The overall and subsection scores are calculated as means across items, in order to deal with incomplete responses.

Justification

The CORE was selected due to the practise-based evidence approach taken to develop the measure, along with its validity, reliability and ease of use. The CORE was designed as a brief, user-friendly questionnaire measure in response to the suggestion that many inadequately tested and developed measures were contributing to chaos in measuring psychotherapy (Evans et al., 2000). It was designed to eliminate some problems of earlier measures such as being too costly and lengthy, using unnecessary complex double negatives, and multiple clauses, which had been found to create confusion for respondents. The ease of use was particularly important given the low levels of literacy within the prison settings (e.g. PRT, 2018a). The development of the CORE was embedded in previous research with National Health Service Practitioners

which suggested that outcome measures needed to be short, legible, valid, reliable, sensitive to clients' needs, could relate client input to service output, were unobtrusive, required minimum administration, were easy to score and interpret, and were related to clinical norms (Mellor-Clarke, Barkham, Connell & Evans, 1999). Although the CORE had not been validated in prison populations, it had been validated in both clinical and non-clinical (student) samples (Evans et al., 2002)

Other measures relating to wellbeing/mental health were considered but ruled out for various reasons. For example, the Beck Depression Inventory (Beck, Ward, Mendelson, Mock & Erbaugh, 1961), the Irritability, Depression and Anxiety Inventory (Snaith, Constantopoulos, Jardine & McGuffin, 1978) and the Personality, Diagnostic Questionnaire- Revised (Hyler & Ryder, 1987) were not used because of their focus on specific clinical diagnoses. SPARC is not designed as a specific approach to treat any of these mental health issues. The Hospital Anxiety and Depression Scales (Zignond & Snaith, 1983) were ruled out due to their focus specifically on hospital settings and the specific symptomology. Measures such as the Inventory of Personal Problems (Horowitz, Rosenberg, Baer, Ureno & Villasenor, 1988) and Rosenberg Self-Esteem Inventory (Rosenberg, 1965) were considered too narrow in scope, while the Symptom Checklist-90-Revised (Derogatis, Leonard & Savitz, 2000) was considered too long and focussed on symptoms/problems rather than more wholistic wellbeing outcomes. It should be noted that the CORE utilised some items from these measures but ruled out items which may be biased by demographic factors such as employment, sexuality,

religion and family responsibilities; and removed items which may cause offence (Evans et al., 2000).

Psychometric Properties

1) Acceptability

Acceptability has been measured using completion rates (Evans et al., 2002). The CORE has demonstrated high completion rates in previous research. For example, 91% of non-clinical (student) samples and 80% of clinical samples returned complete data (Evans et al., 2002). In this study, 26 (9%) participants did not complete any items on the CORE. These were disregarded. The increased number of people who did not attempt the CORE could be because it was the last questionnaire in the pack. Of the remaining sample of 263 participants, a further 51 (19%) had at least 1 incomplete item. Therefore, of those who attempted the CORE, 81% returned a complete response which is comparable to the clinical population studied previously. The maximum number of participants not completing the same item was 8 (item 17 'I have felt overwhelmed by problems'). The overall item completion rate was 98.3% (all items across all 263 respondents) with respondents completing a mean 33.3 items. This is comparable to the research by Evans et al. which had an overall omission rate of 1.7%, indicating that within the current sample, there was high acceptability.

2) Internal consistency

Cronbach's alpha was used to measure the internal consistency. The α coefficients for previous research by Evans et al. (2002) alongside the coefficients for the current study sample are provided in Table 4.3 below.

Table 4.3 Cronbach's α (95% CI) for CORE scale and subscales

Domain	Current Data (n=263)	Evans et al. (2002) Non-clinical (n=1009)	Clinical (n=713)
Subjective wellbeing (4 items)	.69 (.62-.75)	.77 (.75-.79)	.75 (.72-.78)
Problems/symptoms (12 items)	.91 (.89-.93)	.90 (.89-.91)	.88 (.87-.89)
Functioning (12 items)	.86 (.83-.89)	.86 (.85-.87)	.87 (.86-.88)
Risk (6 items)	.84 (.80-.87)	.79 (.77-.81)	.79 (.77-.81)
Non-risk items (28 items)	.95 (.94-.96)	.94 (.93-.95)	.94 (.93-.95)
All items (34 items)	.96 (.95-.96)	.94 (.93-.95)	.94 (.93-.95)

Table 4.3 shows that the reliability coefficients for each of the overall scales and each of the subscales, except the wellbeing subscale, are within the accepted levels. They are also similar to the data provided by Evans et al. (2002). Removing item 31 ('I have felt optimistic about my future) from the wellbeing scale increased the reliability coefficient to .76 (95%CI=.71.81). Removing other items from the wellbeing scale did not increase the coefficient to above 0.7. One reason for the low consistency on the wellbeing subscale could be due to the low number of items (Nunally & Bernstein, 1994). The wellbeing scale was only very marginally outside of the tolerance level when all items were included. Corrected item total correlations (CITC) were

calculated to provide further information regarding the inclusion of item 31. These are shown in Table 4.4 below.

Table 4.4 CITCs for current CORE data

Item number on CORE	Item	rs Functioning
1	I have felt terribly alone and isolated	.72
3	I have felt I have someone to turn to for support when needed	.56
7	I have felt able to cope when things go wrong	.60
10	Talking to people has felt too much for me	.69
12	I have been happy with the things I have done	.62
19	I have felt warmth or affection for someone	.20
21	I have been able to do most things I needed to	.70
25	I have felt criticised by other people	.70
26	I have thought I have no friends	.75
29	I have been irritable when with other people	.67
32	I have achieved the things I wanted to	.59
33	I have felt humiliated and shamed by other people	.67
		rs Wellbeing
4	I have felt OK about myself	.79
14	I have felt like crying	.76
17	I have felt overwhelmed by my problems	.76
31	I have felt optimistic about my future	.54
		rs Problems
2	I have felt tense, anxious or nervous	.81
5	I have felt totally lacking in energy and enthusiasm	.68
8	I have been troubled by aches, pains or other physical problems	.59
11	Tension and anxiety have prevented me from doing important things	.76
13	I have been disturbed by unwanted thoughts and feelings	.78
15	I have felt panic or terror	.73
18	I have had difficulty getting to sleep or staying asleep	.73
20	My problems have been impossible to put to one side	.82
23	I have felt despairing or hopeless	.82
27	I have felt unhappy	.80
28	Unwanted images or memories have been distressing me	.73
30	I have thought I am to blame for my problems and difficulties	.62
		rs Risk
6	I have been physically violent to others	.50
9	I have thought about hurting myself	.79
16	I made plans to end my life	.77
22	I have threatened or intimidated another person	.57
24	I have thought it would be better if I were dead	.86
34	I have hurt myself physically or taken dangerous risks with my health	.77

All items were significant at p<.001 level except item 19 where p=.001.

As discussed with the EssenCES, the minimum correlation coefficient acceptable is 0.2. All items reach this threshold, although item 19 was on the threshold. Upon examination of the item, this could be due to the wording of the item and the specific conditions of the prison environment; separation from families may prevent them from showing warmth or affection for someone, even if they may have felt it and this may be a source of bias or misperception when answering this question. Nevertheless, it does meet the criteria for subscale inclusion, as does item 31 which had been queried above.

3) Dimensionality

An exploratory factor analysis was completed on the CORE data. This is detailed in Appendix 4. The factor analysis provided information to suggest that the CORE items did not load onto the suggested factors within this data set. Instead, there was an indication of two components, a positively worded component and a negatively worded one. This was investigated in the results section by providing these two subscales in addition to the original subscales of the CORE.

4.2.3 Procedure

After the measures had been selected and the questionnaire developed in collaboration with the Safer Custody Team, the survey pack was presented to a group of 7 Peer Supporters in the prison for their feedback. The group comprised of 2

Listeners (Peer Supporters trained by the Samaritans), 2 Insiders (Peer Supporters that support the smooth running of the prison regime), 1 Shannon Trust Representative (supporting reading in prison) and 2 Library Orderlies. 5 of the Peer Supporters were from the main population residential wings (A, B and C wings) and 2 were from the vulnerable prisoner wing (E wing, predominantly comprised of people convicted of sexual offences). They were asked for their views on the readability of the questionnaires and what they thought the response rate might be. The Peer Supporters felt that overall the questionnaires were 'OK'. They suggested that the word 'hooch' be added to define what was meant by 'illegally brewed alcohol' and stated that most prisoners would not know who the Offender Management Unit were and that this could just be phrased OMU. They were asked for their views about the use of the word 'inmate' on the EssenCES and they felt that it would be OK given the fact that this could not be readily changed. Due to the questionnaires being quite long, they suggested the use of an incentive to improve the response rate but said this did not need to be big incentive, just a small luxury treat or credit on their spending account. The group felt that an incentive offered to each participant rather than a prize draw would be more effective. The Prison Senior Management Team sanctioned the use of Mars Bars as an incentive.

Contacting participants prior to research commencement has been shown to increase response rates (Edwards et al., 2002). Accordingly, once the research was approved, in the week preceding the data collection, fliers and posters were provided to Peer

Supporters for each residential wing. Peer supporters included the Listeners and Insiders, a Foreign National Representative (Peer Supporter allocated to support other foreign national men) and the Library Orderlies. Information was provided about the forthcoming survey and they were asked to promote it and offer support to anyone who wished to participate but may have difficulties due to literacy.

On the first day of data collection, a questionnaire pack was delivered to each cell in the prison (2 questionnaires were provided where 2 people shared a cell). The First Night Orderly (prisoner employed to support people during their early days in custody) was provided with additional questionnaires to deliver to any new arrivals to the prison during the data collection week. The instructions on the posters, fliers and questionnaires directed participants to return their completed questionnaires within the following week. All surveys, except 2, were returned via the prison library sessions where participants handed in their completed questionnaire in exchange for a Mars Bar. The library staff and orderlies collated the questionnaires which were collected daily by the researcher. The remaining 2 surveys were sent in the prison internal mail via the general application post boxes back to the safer custody team who handed the completed questionnaires to the researcher. The library was selected as a place to collate the items due to its accessibility by every person in the prison during the week. The library rota dictated that each wing had at least 3 opportunities to access the library during the week which meant that prisoners who attended work or education had an opportunity to access it. The library also provided an additional means for

prospective participants to access support to complete the questionnaires from either staff or Shannon Trust Supporters. The post boxes were offered as an alternative method for anyone who did not wish to receive an incentive or did not wish to attend the library. The researcher or a member of the Safer Custody Team attended all library sessions throughout the week to support the research delivery.

4.2.4 Analysis

The data was analysed using IBM SPSS version 23. It was entered into SPSS by the researcher. The CORE and EssenCES total scores and subscale scores were computed in SPSS. Reverse scored items were also transformed in SPSS. A copy of the complete data set was converted to Microsoft Excel for the Safer Custody team to complete their own analysis, as required.

4.2.5 Ethical considerations

The study was approved by The University of Lincoln School of Psychology Research Ethics Committee (SOPREC, approval reference PSY1415119) and NOMS / HM Prisons and Probation Service National Research Committee (NRC Reference 2015-273).

The HMPPS ethics process was justifiably stringent with the application requiring amendments and justification of methods. The US Belmont Report (Department of Health, Education and Welfare, 1978) states that research should be conducted on the

grounds of respect, beneficence and justice; and explicitly refers to prisoners as vulnerable populations for research. It argues that although respect for individuals requires that prisoners are not deprived of the opportunity for research, under prison conditions, they could be subtly coerced to engage in research activities that they would otherwise not engage in. Freedom of consent can easily be undermined for people detained within the CJS, which means these individuals may be more vulnerable to exploitation or abuse by researchers (O'Neill, 2003). In addition, learning disabilities, illiteracy and language barriers are prevalent within these populations. The prevalence of these characteristics, alongside the power differential between researcher and potential participant, means that particular care is needed to ensure that valid, freely given and fully informed consent can be achieved (O'Neill, 2003). To overcome this, the participant information sheet included a statement regarding duty of care and the need to pass on any information that was indicative of risk, and that participation (or otherwise) would not affect any behaviour reports written about the sample. It also included prison-specific sources of support including access to the Listeners, The Samaritans, Prison Healthcare and Personal Officers (residential staff specifically allocated to be a point of contact for welfare of each individual). This was in addition to the routine considerations such as confidentiality, voluntary participation, the right to withdraw within 2 weeks of the research, and the contact details for The Safer Custody Team in the event of any questions or concerns.

4.3 Results

4.3.1 Entry into custody

One-hundred and seventy-one (59.4%) participants arrived at HMP Lincoln from court and 83 (28.8%) had arrived from another prison on transfer; 35 (12.1%) did not respond to this question. Other routes of entry into prison included direct from the police station on recall, transfer from an Immigration Removal Centre or transfer from hospital. 25 (8.65%) reported arriving from courts other than Lincoln Magistrates or Crown Courts. Neither those on transfer or arriving from courts outside of Lincoln would have been supported by a SPARC Practitioner. 71 people (24.9%) reported they had been supported by a SPARC Practitioner on their way into custody at HMP Lincoln.

4.3.2 Demographic and prison information

The participants who received the SPARC intervention (SPARC group) and the men who did not receive the SPARC intervention (non-SPARC group) were compared to ensure there were no differences in their demographic or prison information (location, previous experience of custody, time in custody) which may bias the results of the other factors included in the Safer Custody survey, the EssenCES and the CORE.

4.3.2.1 Wing location

HMP Lincoln has 3 main residential wings (A, B and C), 1 wing for vulnerable prisoners (E) and a Care and Separation Unit (CSU). There was representation from all residential wings in the prison in the SPARC and non-SPARC sample. The maximum capacity for each wing was as follows: A=219, B=150, C=192, E=165, CSU=10). From this, there appears to be some over-representation amongst vulnerable prisoners. However, a chi-squared test showed there were no significant differences in wing location between the SPARC and non-SPARC group ($\chi^2(4) = 2.33$, $p = .675$). The residential locations are shown in Table 4.5 below.

Table 4.5 Wing Location

Wing	**Total sample (%) N=284**	**SPARC (%) N=70**	**Non-SPARC (%) N=214**
A	82 (28.9)	20 (28.6)	62 (29.0)
B	57 (20.1)	16 (22.9)	41 (19.2)
C	58 (20.4)	17 (24.3)	41 (19.2)
E	83 (29.2)	16 (22.9)	67 (31.3)
CSU	4 (1.4)	1 (1.4)	3 (1.4)

4.3.2.2 Age

The mean age of the total sample was 35.04 years (*SD*=12.51). The mean age of the SPARC group was 33.55 years (*SD*=10.50), while the mean age of the non-SPARC sample was 35.52 years (*SD*=13.08). An independent samples t-test showed there were no significant differences in the age of each group ($t(279) = -1.14$, $p=.256$).

4.3.2.3 Ethnicity

Most of the sample in both groups identified as white British participants (79.7%). The remaining 20% were White other (other, Traveller, Irish), Mixed (Caribbean, Asian, Other), Asian (Indian, British, Pakistani, other) Black (British, African, Caribbean, other) or Other (Arab, other). A chi-squared test showed there was no significant difference in the ethnicity of the SPARC and non-SPARC groups ($\chi^2(16) = 12.00$, $p = .744$). This is summarised in Table 4.6 below.

Table 4.6 Ethnicity

Ethnicity	**Total Sample (%) N=285**	**SPARC (%) N=71**	**Non-SPARC (%) N=214**
White British	228 (79.7)	60 (84.5)	168 (78.1)
White other	30 (10.5)	5 (7.0)	25 (11.6)
Mixed	8 (2.7)	1 (1.4)	7 (3.3)
Asian	6 (2.0)	1 (1.4)	5 (2.3)
Black	10 (3.4)	2 (2.8)	8 (3.7)
Other	3 (1.0)	1 (1.4)	2 (0.9)

4.3.2.4 Country of birth

There was some representation in both groups from countries outside of the UK, as shown in Table 4.7 below. There was less representation from people born in Eastern European countries in the SPARC group than there was in the non-SPARC group. However, a chi-squared test showed there were no significant differences between the SPARC and non-SPARC group ($\chi^2(7) = 9.53$, $p = .217$).

Table 4.7 Country of Birth

Country	Total sample (%) N=262	SPARC (%) N=67	Non-SPARC (%) N=195
England	232 (88.5)	59 (83.1)	173 (79.4)
Scotland, Wales, Ireland	9 (3.5)	1 (1.5)	8 (12.0)
Latvia, Lithuania, Poland	11 (4.3)	1 (1.5)	10 (5.1)
Other	10 (3.8)	6 (8.5)	4 (2.1)

4.3.2.5 Religion

There was some representation from 5 out of 6 major world religions in the overall sample (no participants identified as being Sikh). Again, a chi-squared test showed there were no significant differences between the SPARC and non-SPARC groups ($\chi^2(16) = 17.69$, $p=.343$). A summary of the religion identified by the participants is provided in Table 4.8 below.

Table 4.8 Religion

Religion	Total sample (%) N=267	SPARC (%) N=68	Non-SPARC (%) N=199
Christianity	110 (41.2)	27 (39.7)	83 (41.7)
Judaism	1 (0.4)	1 (1.5)	0 (0.0)
Hinduism	2 (0.7)	1 (1.5)	1 (0.5)
Islam	11 (4.1)	1 (1.5)	10 (5.0)
Buddhism	6 (2.2)	0 (0.0)	6 (3.0)
Atheist/no religion	63 (23.6)	19 (27.9)	44 (22.1)
Other/unknown/prefer not to say	74 (27.7)	19 (27.9)	55 (27.6)

4.3.2.6 Previous experience of prison

Two hundred and eight (72%) participants had been in prison previously. This was 53 (74.6%) and 155 (71.4%) in the SPARC and non-SPARC groups respectively. However, a chi-squared test showed there were no differences between the SPARC and non-SPARC group ($\chi^2(2) = 3.55$, p =.169).

4.3.2.7 Length of time in custody at HMP Lincoln at the time of the survey

Most participants had already spent between 1 month and 6 months in HMP Lincoln. Again, a chi squared test showed no significant difference between the SPARC and non-SPARC groups ($\chi^2(4) = 2.61$, p=.625). The length of time is shown in Table 4.9 below.

Table 4.9 Length of time at HMP Lincoln

Length of time	**Total sample (%) N=280**	**SPARC (%) N=68**	**Non-SPARC (%) N=212**
Under 1 month	63 (22.5)	19 (27.9)	44 (20.8)
1 month – under 6 months	116 (41.4)	26 (38.2)	90 (42.4)
6 months – under 1 year	67 (23.9)	14 (20.6)	53 (25.0)
1 year or over	34 (12.1)	9 (13.2)	25 (11.8)

4.3.2.8 Sentence length

Most of the participants were serving sentences over 1 year. A chi-squared test showed no significant differences in the sentence lengths being served by the SPARC group

compared to the non-SPARC group ($\chi^2(4) = 8.80$, p=.066. However, this was nearing significance. The difference could be seen mostly in the remand participants. A proportionately higher number of the SPARC group were on remand than the non-SPARC group. This is likely to be because men on remand are more likely to stay in their local prison than be transferred to another establishment. Men remanded from courts outside of Lincolnshire are more likely to have gone to their nearest receiving prison straight from court. Men are also less likely to be transferred to another establishment if serving only a short sentence which accounts for the higher proportion of men serving under 1 year in the SPARC group. The breakdown of sentence length is shown in Table 4.10 below.

Table 4.10 Sentence length/type

Sentence length	**Total sample (%) N=210**	**SPARC (%) N=70**	**Non-SPARC (%) N=280**
Under 1 year	50 (17.9)	15 (21.4)	35 (16.7)
1 year or over	107 (38.2)	25 (35.7)	82 (39.0)
Life (or similar)	11 (3.9)	1 (1.4)	10 (4.8)
Remand	51 (18.2)	19 (27.1)	32 (15.2)
Recall	61 (21.8)	10 (14.3)	51 (24.3)

To summarise, there were no significant differences found between the SPARC and non-SPARC groups regarding demographic and prison information. This is positive as it suggests that each group was as evenly matched as could be, given the fact that it was a volunteer (rather than matched) sample.

4.3.3 SPARC Outcomes

4.3.3.1 Helpfulness of SPARC

Sixty-two (87.3%) of the SPARC group reported SPARC to be helpful ('fairly helpful', 'mostly helpful' or 'helpful in every way'). It was hypothesised that there would be no association between residential wing location, age and previous experience of prison, and perceived helpfulness of SPARC as the intervention was delivered prior to location on specific wings and was responsive to the needs of each individual situation. There were no significant associations between wings ($\chi^2(20) = 23.33$, $p = .273$) in the perceived helpfulness of SPARC. There was also no significant correlation between the age of participants and the perceived helpfulness of SPARC ($r_s = -.171$, $p = .159$, $N = 69$). There was no significant association between whether or not someone had been in prison before and their perceived helpfulness of SPARC ($\chi^2(10) = 11.68$, $p = .307$), although people who had not been in prison previously had an increased tendency to state that SPARC was 'mostly helpful' or 'helpful in every way' and less likely to report that it was not helpful than those who had been in prison before. Those who had been in prison before were most likely to report that it was 'fairly helpful'. This is shown in Table 4.11 below. A small effect size was found ($r = .20$).

Table 4.11 Perceived helpfulness of SPARC

Helpfulness	Total SPARC group (%) N=71	Prison before (%) N=53	First Time in prison (%) N=17
Not helpful at all	6 (8.5)	5 (9.4)	1 (5.9)
Mostly unhelpful	1 (1.4)	0 (0.0)	1 (5.9)
Fairly unhelpful	2 (2.8)	2 (3.8)	0 (0.0)
Fairly helpful	27 (38.0)	24 (45.3)	3 (17.6)
Mostly helpful	19 (26.8)	12 (22.6)	6 (35.3)
Helpful in every way	16 (22.5)	10 (18.9)	6 (35.3)

Overall, this shows that both men who have been in prison before, and those who have not, perceive SPARC to be helpful to them.

4.3.3.2 Engagement in employment or education

It was hypothesised that SPARC participants would be more likely to engage in education and/or work in prison than those who did not. Although SPARC participants were slightly more likely to have engaged in education in the prison than non-SPARC (65.7% versus 59.2% respectively), there was no significant association found between SPARC/Non-SPARC and engagement in education ($\chi^2(1) = 0.95$, $p = .165$). Similarly, SPARC participants were marginally more likely to have engaged in employment or training than non-SPARC participants (80.3% versus 78.9% respectively) but there was no significant association ($\chi^2(1) = 0.062$, $p = .402$). However, the engagement in employment and/or training was high in both groups.

4.3.3.3 Behaviour in Custody

It was hypothesised that SPARC participants would demonstrate improved behaviour in custody. Several factors were used to test this.

Firstly, the Incentives and Earned privileges (IEP) level was investigated. IEP levels are defined as entry level (first 28 days in custody, not differentiated by behaviour), basic (reduced privileges such as association time and visits), standard (standard privileges) and enhanced (extra privileges). It was hypothesised that SPARC participants would be more likely to achieve enhanced status and less likely to be on a basic regime. There was found to be a significant association between IEP level and SPARC/Non-SPARC ($\chi^2(3) = 6.71$, $p = .041$). However, upon further investigation, the differences were found to be mostly around the entry level status with 20.3% of SPARC participants being entry level versus 8.9% of non-SPARC participants. SPARC clients were proportionately lower on all 3 IEP levels. When entry level participants were removed from the data set, there was no significant association ($\chi^2(2) = 0.12$, $p = .471$).

Participants were also asked about the number of adjudications they received, time spent in the CSU, IEP warnings, positive mandatory drug tests (MDT, depicting use of illicit substances), use of drugs, and use of illegally brewed alcohol ('Hooch'). It was hypothesised that SPARC clients would have fewer negative behaviour indicators than non-SPARC clients. However, no significant differences were found. None of the

associations were statistically significant. These results are summarised in Table 4.12 below:

Table 4.12 Behaviour indicators

Indicator	Total sample (%)	SPARC group (%)	Non-SPARC (%)	χ^2	p	rs
Adjudications	60 (21.1)	16 (23.2)	44 (20.5)	0.23	.315	.03
Time in CSU	28 (9.9)	6 (8.7)	22 (10.1)	0.15	.350	.02
IEP warning	57 (20.1)	14 (20.3)	43 (20.0)	0.00	.479	.00
Positive MDT	15 (5.3)	4 (5.8)	11 (5.1)	0.05	.415	.01
Drug use	42 (14.8)	11 (15.7)	31 (14.5)	0.06	.401	.02
Hooch use	21 (7.4)	7 (10.0)	14 (6.5)	0.92	.169	.06

4.3.3.4 Feelings of safety

It was hypothesised that SPARC participants would experience higher feelings of safety than non-SPARC participants. A total safety score was computed by adding together the safety scores provided by participants for each area in the prison. Each of the 12 areas of the prison was scored from 1 (always unsafe) to 6 (always safe). The maximum score was 72, with a higher score being indicative of higher perceived safety. The mean safety score for the total sample was 58.62 (*SD*=16.78). The mean safety score for SPARC participants was slightly higher at 60.89 (*SD*=18.80) compared to the safety score for non-SPARC participants which was 57.97 (*SD*=16.25). An independent samples t-test showed that this difference was not statistically significant (t(83) =0.67, p=.253, 95% CI=-5.79-11.64). However, the results indicate high safety scores for both groups.

The mean safety scores for each area indicate some differences between SPARC and non-SPARC clients. For example, SPARC clients were more likely to feel safe in reception, in their workplace, on their wing, at the servery, in the library, in the gym, in the exercise yard, in visits and in healthcare. They were marginally less likely to feel safe in their cell and in the chapel. However, when t-tests were applied to each area individually, there were no significant differences between SPARC and non-SPARC participants. The effect sizes (measured by Pearson's r) were also small when measured against Cohen's (1992) guidelines. These results are summarised in Table 4.13 below.

Table 4.13 Safety Scores

Area of the prison	**Mean (*SD*) Total sample**	**Mean (*SD*) SPARC**	**Mean (*SD*) Non-SPARC**	**t-test (95% CI)**	**Effect size (r)**
Reception	5.03 (1.41)	5.16 (1.35)	4.99 (1.43)	t(145) =584, p=.280 (-.393-.723)	.09
First night centre	4.15 (1.80)	4.00 (1.85)	4.20 (1.79)	t(176) =-0.634, p=.264 (-0.823-0.423)	.00
Residential wing	4.71 (1.46)	4.76 (1.44)	4.70 (1.47)	t(214) =0.259, p=.398 (-0.404-0.526)	.05
Cell	5.19 (1.29)	5.18 (1.38)	5.20 (1.27)	t(215) =-0.084, p=.467 (-0.430-0.395)	.02
Workplace	4.88 (1.56)	5.16 (1.42)	4.79 (1.59)	t(134) =1.171, p=.122 (-0.254-0.989)	.13
Servery	4.90 (1.41)	5.00 (1.35)	4.87 (1.43)	t(195) =0.528, p=.300 (-0.344-0.596)	.07
Library	5.09 (1.32)	5.13 (1.28)	5.08 (1.34)	t(200) =0.198, p=.422 (-0.391-0.479)	.03
Gym	4.78 (1.58)	4.85 (1.53)	4.76 (1.60)	t(179) =0.313, p=.377 (-0.449-0.619)	.05
Exercise	4.84 (1.58)	4.92 (1.40)	4.82 (1.52)	t(180) =0.388, p=.350 (-0.429-0.639)	.05
Chapel	5.12 (1.42)	4.95 (1.60)	5.17 (1.37)	t(169) =-0.856, p.197 (-0.429-0.639)	.05
Visits	4.87 (1.49)	4.91 (1.56)	4.85 (1.48)	t(191) =0.207, p.418 (-0.457-0.565)	.04
Healthcare	4.74 (1.56)	4.79 (1.60)	4.72 (1.55)	t(207) =0.251, p.401 (-0.446-0.576)	.05
Total safety score	59.29 (16.40)	60.89 (18.80)	57.97 (16.25)	t(83) =0.667, p.253 (-5.79-11.64)	.10

Perceived safety will be investigated further using analysis of the EssenCES below.

4.3.3.5 Suicide and self-harm attempts since arrival in custody

It was hypothesised that SPARC participants would be less likely to attempt suicide and/or self-harm in custody. Across the sample, the most common methods reported for suicide attempts and self-harm were cuts (82%), ligature (6%) and overdose (12%). Reasons for suicide/self-harm included bereavement, heroin withdrawal, not receiving medication, missing family and being in prison. When self-reported suicide and self-harm attempts were compared between the two groups, there was found to be no significant difference between SPARC and non-SPARC participants regarding the proportion of each group who had attempted suicide since arriving at HMP Lincoln. The SPARC group were slightly less likely to have attempted self-harm or to report both suicide and self-harm attempts. However, a chi-squared test showed there was no significant associations between suicide and self-harm attempts and those participants who had been supported by SPARC ($\chi^2(3) = 0.503$, $p = .454$). Arguably, with something as critical as suicide and self-harm, any difference shown is important. There is a 3.3% difference between the SPARC and non-SPARC group regarding the proportion of people who had not attempted either suicide or self-harm since being in custody. In the chi-squared test, the observed number of people who had not attempted suicide or self-harm was only 2 more than the expected number. However, in a population of 729 (HMP Lincoln's maximum capacity), the 3.3% change equates to a difference of 24 fewer people attempting suicide and/or self-harm when supported

by SPARC. Nevertheless, at this stage, the results could be down to no more than chance. These results are summarised in Table 4.14 below:

Table 4.14 Suicide and self-harm attempts since arrival at HMP Lincoln

Action	Total sample (%) N=289	SPARC (%) N=71	Non-SPARC (%) N=289
Suicide	8 (2.8)	2 (2.8)	6 (2.8)
Self-harm	26 (9.0)	6 (8.5)	20 (9.2)
Both	26 (9.0)	5 (7.0)	21 (9.6)
None	229 (79.2)	58 (81.7)	171 (78.4)

Furthermore, SPARC participants were more likely to have told staff that they had attempted suicide or self-harmed. Fifty-six percent of the SPARC group told staff compared to 40% of the non-SPARC group. A chi-squared test showed that this was not significant ($\chi^2(1) = 1.21$, $p = .105$). However, if we again relate this to real people, a total of 60 people said they had attempted suicide and/or self-harmed; there was a 16% increase in the number of people who sought help when supported by SPARC; this equates to 10 extra people seeking support.

In addition, participants who had been on an ACCT document (co-ordinated approach to suicide and self-harm prevention), mostly reported that this was helpful. Seventy-nine and a half percent of the SPARC group and 76.5% of the non-SPARC group found ACCT support fairly helpful, mostly helpful or helpful in every way. The difference was not found to be statistically significant when a chi-squared test was carried out ($\chi^2(5) = 1.89$, $p = .432$).

4.3.3.6 Violence and bullying

It was hypothesised that SPARC participants were less likely to have been the victims of violence/bullying in custody. The types of violence and bullying disclosed within the total sample were verbal (21.3%), physical (19.2%), psychological (13.6%) and Sexual (2.8%). Twenty-five percent of the SPARC participants compared to 33% of the non-SPARC participants reported being victims since arrival at HMP Lincoln. A chi-squared test showed no significant association between victimisation and SPARC support ($\chi^2(1) = 1.52$, $p=0.109$). However, again on further investigation of the data, the chi-squared test showed that 4 more SPARC participants than would be expected said they had not been a victim (observed = 53, expected =48.8) and 4 fewer non-SPARC participants said they had not been a victim (observed 143, expected 147.2). Furthermore, 62.5% of the SPARC participants who reported violence/bullying found staff support around this helpful compared to 55.4% of the non-SPARC group, although again, there was no statistically significant association found between groups ($\chi^2(5) = 1.96$, $p=.428$).

4.3.3.7 Debt

It was hypothesised that SPARC clients would be less likely to get themselves into debt that non-SPARC clients. Eleven percent of the total sample said they were in debt in the prison and of those who reported debt, 53% reported an increase in violence towards them since being in debt. Fewer SPARC clients reported that they were in debt in the prison (8.8%) compared to non-SPARC clients (12.1%). However, a chi-squared test showed this was not statistically significant ($\chi^2(1) = .53$, $p = .233$).

4.3.3.8 Family contact

It was hypothesised that SPARC clients would be more likely to have maintained family contact than non-SPARC clients. Of the total sample, 82.9% had family contact while in custody. Most family contact was through letters (68.7%), phone calls (68.3%) and visits (55.3%). Alarmingly, just 19.4% reported having had a phone call in reception on arrival. Just 16.9% of contact was through e-mail. In the SPARC group, family contact increased to 87.1% and in the non-SPARC group it decreased to 81.5%. The observed number of people having contact was 3 more than expected in the SPARC group (observed =61, expected =58.0) and 3 less in the non-SPARC group (observed=176, expected = 179), although the chi-squared test showed this was not statistically significant ($\chi^2(1) = 1.19$, $p = .138$). Similarly, to the suicide and self-harm data, any increase in family contact is critical and the 5.6% increase between the two groups equates to a hypothetical 41 extra people (against HMP Lincoln capacity of 729) maintaining family contact.

4.3.3.9 Engagement with Peer Support Schemes

It was hypothesised that SPARC participants would be more likely to report engagement in Peer Support Schemes than those who did not. Of the total sample, 30.4% reported utilising Peer Support. In the SPARC group, this increased to 35.2% and in the non-SPARC group decreased to 28.8%. A chi-squared test showed this interaction was not significant ($\chi^2(1) = 1.03$, p=.156. However, when the peer support schemes were broken down by type, the SPARC group were also more likely than the non-SPARC group to use every type of peer support and there was a significant association between SPARC and the use of Listeners. Engagement with buddies was also nearing significance. This is summarised in Table 4.15 below.

Table 4.15 Use of Peer Support

Peer Support	Total sample (%)	SPARC group (%)	Non-SPARC group (%)	χ^2 (df=1)	p
Listeners	36 (12.5)	13 (18.3)	23 (10.6)	2.86	.046*
Insiders	21 (7.3)	8 (11.3)	13 (6.0)	2.18	.071
Wing reps	26 (9.1)	5 (7.0)	21 (9.7)	0.47	.248
Education Reps	25 (8.7)	7 (9.9)	18 (8.3)	0.16	.346
Resettlement Reps	20 (7.0)	7 (9.9)	13 (6.0)	1.22	.135
Buddies	10 (3.5)	4 (5.6)	6 (2.8)	4.39	.056
All Peer Support	87 (30.4)	25 (35.2)	62 (28.8)	1.03	.156

*statistically significant at p<0.05 level.

SPARC participants were also more likely to report that Peer Support was helpful to them (84%) than non-SPARC participants (74.2%). However, a chi-squared test showed there was not quite a significant association ($\chi^2(5) = 8.97$, p=.055).

4.3.3.10 Engagement with Support services inside prison

It was hypothesised that SPARC participants would have higher levels of engagement in support services inside the prison. Of the total sample, 57.5% reported engagement with agencies inside the prison. Within the SPARC group, this increased to 62.0% and within the non-SPARC group it was 56.1%. A chi-squared test showed this was not a significant interaction ($\chi^2(1) = 0.759$, p=.192). However, the findings for specific support agencies were mixed. SPARC clients were more likely to engage with Addaction and resettlement but less likely to be engaging with chaplaincy, healthcare, mental health and OMU, although none of the interactions were statistically significant, and small effect sizes were demonstrated. The reason for the original hypothesis was that SPARC clients would be more ready to engage, more aware of services and have referrals made on their behalf. However, it could that fewer SPARC clients engaged in healthcare and chaplaincy services because their wellbeing was improved, due to increased support and faster access during their early days in custody, as a result of the SPARC intervention. Engagement in OMU may have been lower because SPARC Practitioners engaged in advocacy with OMU on behalf of clients and provided clients with information about their sentence, release and the prison regime. This requires further investigation. The results are summarised in Table 4.16 below.

Table 4.16 Engagement with other agencies

Agency type	Total sample (%)	SPARC (%)	Non-SPARC (%)	χ^2 (df=1)	p	Effect size (r)
All	164 (57.5)	44 (62.0)	120 (56.1)	0.76	.192	.05
Addaction	67 (23.3)	21 (29.6)	46 (21.3)	2.05	.076	.08
Chaplaincy	35 (12.2)	6 (8.5)	29 (13.4)	1.24	.133	.07
Healthcare	74 (25.8)	16 (22.5)	58 (26.9)	0.52	.236	.04
Mental health	73 (25.4)	17 (23.9)	56 (25.9)	0.11	.370	.02
Resettlement	30 (10.5)	11 (15.5)	19 (8.8)	2.56	.055	.09
OMU	66 (23.0)	15 (21.1)	51 (23.6)	0.19	.330	.03

SPARC participants were more likely to have maintained contact with support agencies they were working with prior to custody including healthcare services, community chaplaincy and leaving care workers. Of SPARC participants, 78.8% had maintained contact compared to 55.3% of non-SPARC participants. This was statistically significant ($\chi^2(1) = 5.56$, p=.009; r=.22).

4.3.4 EssenCES

SPARC and non-SPARC participants were compared for their responses on the EssenCES. Non-parametric tests were used as elements of the data were not normally distributed. It was hypothesised that SPARC participants would have more positive scores than non-SPARC participants on all aspects of the EssenCES. Comparisons were made of each individual statement, the subscales and the total score.

Table 4.17 below shows that SPARC participants scored more positively on all subscales, (including the new subscales created following factor analysis) and on the

EssenCES overall. They reported higher inmate cohesion, higher levels of experienced safety, higher levels of hold and support, and a better climate. However, a Mann-Whitney U test was completed for each and these were not found to be statistically significant; they also demonstrated very small effect sizes.

Upon examination of individual items, SPARC clients scored more positively on all items except item 2 ('the inmates care for each other') and item 7 ('staff take a personal interest in the progress of inmates'). In addition, two of the statements which SPARC participants scored more positively on were found to be statistically significant. SPARC clients were significantly less likely to report threatening situations occurring (item 3) and significantly more likely to report that staff cared if inmates succeeded or failed (item 13).

Table 4.17 EssenCES

Sub-scale	Item (r indicates reverse scored items)	Total sample (T), SPARC (S) or non-SPARC (X)	n	I agree . . . n(%) Not at all	Little	Some-what	Quite a lot	Very much	Mean (*SD*) (0-4)	Difference (Mann-Whitney U) U	p (1-tailed)	95% CI	Effect size rs
n/a	The Unit has a liveable atmosphere*	T	273	36 (13.2)	70 (25.6)	91 (33.3)	53 (19.4)	23 (8.4)	1.84 (1.14)	6270.5	.124	.117-.130	.07
		S	67	8 (11.9)	13 (19.4)	25 (37.3)	15 (22.4)	6 (9.0	1.97 (1.13)				
		X	206	28 (13.6)	57 (27.7)	66 (32.0)	38 (18.4)	17(8.3)	1.80 (1.14)				
IC	The inmates care for each other	T	274	54 (19.7)	92 (33.6)	89 (32.5)	24 (8.8)	15 (5.5)	1.47 (1.07)	6804.0	.403	.394-.413	.02
		S	67	15 (22.4)	20 (29.9)	23 (34.4)	7 (10.4)	2 (3.0)	1.42 (1.05)				
		X	207	39 (18.8)	72 (34.8)	66 (31.9)	17 (8.2)	13 (6.3)	1.48 (1.08)				
ES	Really threatening situations can occur here (r)	T	274	22 (8.0)	81 (29.6)	81 (29.6)	47 (17.2)	43 (15.7)	1.98 (1.19)	6033.5	.050**	.046-.054	.10
		S	67	9 (13.4)	21 (31.3)	19 (28.4)	9 (13.4)	9 (13.4)	2.18 (1.23)				
		X	207	13 (6.3)	60 (29.0)	62 (30.0)	38 (18.4)	34 (16.4)	1.91 (1.17)				
TH	Inmates can openly talk to staff about their problems	T	274	44 (16.1)	67 (24.5)	96 (35.0)	42 (15.3)	25 (9.1)	1.77 (1.17)	6770.0	.380	.371-.390	.02
		S	67	13 (19.4)	14 (20.9)	21 (31.3)	10 (14.9)	9 (13.4)	1.82 (1.29)				
		X	207	31 (15.0)	53 (25.6)	75 (36.2)	32 (15.5)	16 (7.7)	1.75 (1.12)				
IC	Even the weakest inmate finds support from his/her fellow inmates	T	274	44 (16.1)	74 (27.0)	94 (34.3)	41 (15.0)	21 (7.7)	1.71 (1.14)	6435.0	.179	.172-.187	.06
		S	67	10 (14.9)	14 (20.9)	28 (41.8)	8 (11.9)	7 (10.4)	1.82 (1.15)				
		X	207	34 (16.4)	60 (29.0)	66 (31.9)	33 (15.9)	14 (6.8)	1.75 (1.12)				
ES	There are some really aggressive inmates in this unit (r)	T	274	31 (11.3)	78 (28.5)	76 (27.7)	38 (13.9)	51 (18.6)	2.0 (1.28)	6686.5	.324	.314-.333	.03
		S	67	6 (9.0)	23 (34.3)	17 (25.4)	11 (16.4)	10 (14.9)	2.06 (1.22)				
		X	207	25 (12.1)	55 (26.6)	59 (28.5)	27 (13.0)	41 (19.8)	1.98 (1.29)				
TH	Staff take a personal interest in the progress of inmates	T	274	57 (20.8)	84 (30.7)	78 (28.5)	36 (13.1)	19 (6.9)	1.55 (1.16)	6551.5	.243	.234-.251	.04
		S	67	15 (22.4)	21 (31.3)	20 (29.9)	8 (11.9)	3 (4.5)	1.45 (1.11)				
		X	207	42 (20.3)	63 (30.4)	58 (28.0)	28 (13.5)	16 (7.7)	1.58 (1.18)				
IC	Inmates care about their fellow inmate's problems	T	274	53 (19.3)	96 (34.7)	83 (30.3)	29 (10.6)	14 (5.1)	1.47 (1.08)	6902.5	.482	.472-.491	.00
		S	67	14 (20.9)	23 (34.3)	18 (26.9)	7 (10.4)	5 (7.5)	1.49 (1.16)				
		X	207	39 (18.8)	72 (34.8)	65 (31.4)	22 (10.6)	9 (4.3)	1.47 (1.05)				

Sub-scale	Item (r indicates reverse scored items)	Total sample (T), SPARC (S) or non-SPARC (X)	n	I agree . . . n(%) Not at all	Little	Some-what	Quite a lot	Very much	Mean (*SD*) (0-4)	Difference (Mann-Whitney U) U	p (1-tailed)	95% CI	Effect size rs
I	Some inmates are	T	274	19 (6.9)	72 (26.3)	78 (28.5)	49 (17.9)	56 (20.4)	1.81 (1.23)	6626.5	.291	.282-.300	.03
ES	afraid of other	S	67	4 (6.0)	20 (29.9)	20 (29.9)	10 (14.9)	13 (19.4)	1.88 (1.21)				
	inmates (r)	X	207	15 (7.2)	52 (25.1)	58 (28.0)	39 (18.8)	43 (20.8)	1.79 (1.23)				
	Staff members take a	T	274	44 (16.1)	87 (31.8)	82 (29.9)	45 (16.4)	16 (5.8)	1.64 (1.11)	6728.0	.347	.337-.356	.02
TH	lot of time to deal	S	67	11 (16.4)	20 (29.9)	19 (28.4)	13 (19.4)	4 (6.0)	1.69 (1.14)				
	with inmates	X	207	33 (15.9)	67 (32.4)	63 (30.4)	32 (15.5)	12 (5.8)	1.63 (1.10)				
	When inmates have a	T	274	41 (15.0)	82 (29.9)	94 (34.3)	39 (14.2)	18 (6.6)	1.68 (1.10)	6358.5	.145	.138-.152	.06
IC	genuine concern, they	S	67	9 (13.4)	17 (25.4)	25 (37.3)	11 (16.4)	5 (7.5)	1.79 (1.11)				
	find support from their fellow inmates	X	207	32 (15.5)	65 (31.4)	69 (33.3)	28 (13.5)	13 (6.3)	1.64 (1.09)				
	At times, members of	T	274	58 (21.2)	97 (35.4)	76 (27.7)	31 (11.3)	12 (4.4)	2.58 (1.08)	6679.0	.321	.312-.330	.03
ES	staff feel threatened	S	67	11 (16.4)	26 (38.8)	20 (29.9)	9 (13.4)	1 (1.5)	2.55 (0.97)				
	by some of the inmates (r)	X	207	47 (22.7)	71 (34.3)	56 (27.1)	22 (10.6)	11 (5.3)	2.58 (1.11)				
§	Often staff seem not	T	274	46 (16.8)	74 (27.0)	61 (22.3)	54 (19.7)	39 (14.2)	2.12 (1.30)	5961.0	.039**	.035-.043	.11
TH	to care if inmates	S	67	12 (17.9)	20 (29.9)	20 (29.9)	12 (17.9)	3 (4.5)	2.39 (1.11)				
	succeed or fail in the daily routine/programme (r)	X	207	34 (16.4)	54 (26.1)	41 (19.8)	42 (20.3)	36 (17.4)	2.04 (1.35)				
	There is good peer	T	274	33 (12.0)	75 (27.4)	106 (38.7)	40 (14.6)	20 (7.3)	1.78 (1.07)	6346.0	.138	.131-.145	.07
IC	support among												
	inmates	S	67	6 (9.0)	19 (28.4)	23 (34.3)	13 (19.4)	6 (9.0)	1.91 (1.10)				
		X	207	27 (13.0)	56 (27.1)	83 (40.1)	27 (13.0)	14 (6.8)	1.73 (1.06)				
.0	Some inmates are so	T	274	29 (10.6)	79 (28.8)	105 (38.3)	32 (11.7)	29 (10.6)	2.17 (1.11)	6140.5	.071	.066-.076	.09
ES	excitable that one												
	deals very cautiously	S	67	7 (10.4)	22 (32.8)	29 (43.3)	7 (10.4)	2 (3.0)	2.37 (0.92)				
	with them (r)	X	207	22 (10.6)	57 (27.5)	76 (36.7)	25 (12.1)	27 (13.0)	2.11 (1.16)				

Sub-scale	Item (r indicates reverse scored items)	Total sample (T), SPARC (S) or non-SPARC (X)	n	I agree . . . n(%) Not at all	Little	Some-what	Quite a lot	Very much	Mean (*SD*) (0-4)	Difference (Mann-Whitney U) U	p (1-tailed)	95% CI	Effect size rs
TH	Staff know inmates and their personal histories very well	T	274	54 (19.7)	86 (31.4)	85 (31.0)	29 (10.6)	20 (7.3)	1.54 (1.14)	6234.5	.101	.095-.106	.08
		S	67	10 (14.9)	19 (28.4)	26 (38.8)	6 (9.0)	6 (9.0)	1.69 (1.12)				
		X	207	44 (21.3)	67 (32.4)	59 (28.5)	23 (11.1)	14 (6.8)	1.50 (1.14)				
n/a	Both inmates and staff are comfortable in this unit *	T	271	30 (11.1)	51 (18.8)	117 (43.2)	47 (17.3)	26 (9.6)	1.96 (1.09)	6311.00	.188	.180-.196	.05
		S	66	6 (9.1)	10 (15.2)	31 (47.0)	13 (19.7)	6 (9.1)	2.05 (1.04)				
		X	205	24 (11.7)	41 (20.0)	86 (42.0)	34 (16.6)	20 (9.8)	1.93 (1.11)				
	Inmate Cohesion (IC)	T	274						8.10 (4.30)	6515.0	.223	.214-.231	.05
		S	67						8.43 (4.32)				
		X	207						8.00 (4.30)				
	Experience Safety (ES)	T	274						10.54 (4.22)	6435.0	.181	.173-.188	.05
		S	67						11.04 (3.94)				
		X	207						10.37 (4.31)				
	Therapeutic Hold & Support (TH)	T	274						8.63 (4.03)	6383.0	.163	.156-.170	.06
		S	67						9.01 (3.92)				
		X	207						8.50 (4.06)				
	Total EssenCES	T	274						27.30 (9.00)	6167.0	.085	.080-.091	.08
		S	67						28.51 (8.71)				
		X	207						26.87 (9.08)				

*UNSCORED in subscales and total
** Significant at p ≤ 0.05 level
NB: no values were significant once a Bonferroni correction was applied.

4.3.4.1 CORE

SPARC and non-SPARC participants were compared for their responses on the CORE. Non-parametric tests were used as elements of the data were not normally distributed. It was hypothesised that SPARC participants would have more positive scores than non-SPARC participants on all aspects of the CORE. Comparisons were made of each individual statement, the subscales and the total score. The subscales and overall score were calculated using the means scores for each individual (as per the CORE scoring guidelines, to account for missing responses) and the totals for each subscale. These are all provided in Table 4.18. Unlike the EssenCES, a lower score on the CORE is more positive.

Table 4.18 shows that SPARC participants responded more positively than non-SPARC participants on 31 out of 34 items of the CORE. This difference was statistically significant for 15 out of 34 items. Specifically, SPARC participants were significantly less likely to have reported feeling terribly alone or isolated; feeling tense, anxious or nervous; that they have thought about hurting themselves; that talking to people had felt too much for them; feeling like crying; feeling panic or terror; feeling overwhelmed by their problems; feeling despair or hopeless; thinking it would be better if they were dead; feeling unhappy; being irritable with others; and feeling they were to blame for their own problems and difficulties; and more likely to have reported feeling OK about themselves; being happy with the things they had done; and being able to do most things they needed to.

Table 4.18 also shows that SPARC participants significantly more positively than non-SPARC participants on the wellbeing subscale, the problems subscale and the functioning subscale. They also scored more positively on the risk subscale, but this was not found to be statistically significant. SPARC participants also scored significantly more positively than non-SPARC participants on the overall CORE scores. Finally, SPARC participants scored significantly more positively when the positively worded items and the negatively worded items were calculated as subscales. The extra calculations for positive and negative subscales were completed due to the findings from the exploratory factor analysis. The effect sizes were small for each difference investigated.

Table 4.18 CORE

Sub-scale	Item (r indicates reverse scored items)	Total sample (T), SPARC (S) or non-SPARC X	n	Over the last week . . . n (%)					Mean (*SD*) (0-4)	Difference (Mann-Whitney U)			Effect size
				Not at all	Only occasionally	Sometimes	Often	Most or all of the time		U	p (1-tailed)	95% CI	rs
F	I have felt terribly alone and isolated	T	261	98 (37.5)	42 (16.1)	51 (19.5)	34 (13.0)	36 (13.8)	1.49 (1.45)	5152.5	.008	.006-.010	.15
		S	65	32 (49.2)	8 (12.3)	14 (21.5)	7 (10.8)	4 (6.2)	1.12 (1.31)				
		X	196	66 (33.7)	34 (17.3)	37 (18.9)	27 (13.8)	32 (16.3)	1.62 (1.48)				
P	I have felt tense, anxious or nervous	T	258	83 (32.2)	39 (15.1)	45 (17.4)	47 (18.2)	44 (17.1)	1.73 (1.50)	4615.0	.001	.000-.001	.20
		S	64	29 (45.3)	9 (14.1)	13 (20.3)	9 (14.1)	4 (6.3)	1.22 (1.33)				
		X	194	54 (27.8)	30 (15.5)	32 (16.5)	38 (19.6)	40 (20.6)	1.90 (1.51)				
F	I have felt I had someone to turn to for support when needed (r)	T	257	75 (29.2)	47 (18.3)	55 (21.4)	43 (16.7)	37 (14.4)	2.31 (1.42)	6238.0	.497	.487-.507	.00
		S	65	19 (29.2)	9 (13.8)	17 (26.2)	14 (21.5)	6 (9.2)	2.32 (1.35)				
		X	192	56 (29.2)	38 (19.8)	38 (19.8)	29 (15.1)	31 (16.1)	2.30 (1.44)				
W	I have felt OK about myself (r)	T	258	38 (14.7)	31 (12.0)	65 (25.2)	45 (17.4)	79 (30.6)	1.63 (1.41)	5126.5	.010	.008-.012	.04
		S	65	7 (9.9)	9 (13.8)	10 (15.4)	10 (15.4)	29 (44.6)	1.31 (1.44)				
		X	193	31 (16.1)	22 (11.4)	55 (28.5)	35 (18.1)	50 (25.9)	1.74 (1.38)				
P	I have felt totally lacking in energy and enthusiasm	T	259	62 (23.9)	49 (18.9)	65 (25.1)	45 (17.4)	38 (14.7)	1.80 (1.37)	5662.0	.109	.103-.115	.08
		S	65	18 (27.7)	12 (18.5)	17 (26.2)	14 (21.5)	4 (6.2)	1.60 (1.27)				
		X	194	44 (22.7)	37 (19.1)	48 (24.7)	31 (16.0)	34 (17.5)	1.87 (1.40)				
R	I have been physically violent to others	T	259	203 (78.4)	22 (8.5)	18 (6.9)	13 (5.0)	3 (1.2)	0.42 (0.90)	6078.0	.329	.320-.338	.03
		S	64	49 (76.6)	4 (6.3)	8 (12.5)	3 (4.7)	0 (0.0)	0.45 (0.89)				
		X	195	154 (79.0)	18 (9.2)	10 (5.1)	10 (5.1)	3 (1.5)	0.41 (0.92)				
F	I have felt able to cope when things go wrong (r)	T	261	34 (13.0)	40 (15.3)	70 (26.8)	46 (17.6)	71 (27.2)	1.69 (1.36)	6092.0	.256	.247-.264	.04
		S	66	9 (13.6)	9 (13.6)	17 (25.8)	9 (13.6)	22 (33.3)	1.61 (1.42)				
		X	195	25 (12.8)	31 (15.9)	53 (27.2)	37 (19.0)	49 (25.1)	1.72 (1.34)				
P	I have been troubled by aches, pains or other physical problems	T	259	79 (30.5)	34 (13.1)	53 (20.5)	47 (18.1)	46 (17.8)	1.80 (1.49)	5956.5	.216	.208-.224	.05
		S	66	21 (31.8)	8 (12.1)	16 (24.2)	14 (21.2)	7 (10.6)	1.67 (1.40)				
		X	193	58 (30.1)	26 (13.5)	37 (19.2)	33 (17.1)	39 (20.2)	1.84 (1.52)				

Sub-scale	Item (r indicates reverse scored items)	Total sample (T), SPARC (S) or non-SPARC X	n	Over the last week . . . n (%)					Mean (*SD*) (0-4)	Difference (Mann-Whitney U)			Effect size
				Not at all	Only occasionally	Sometimes	Often	Most or all of the time		U	p (1-tailed)	95% CI	rs
R	I have thought about hurting myself	T	262	164 (62.6)	21 (8.0)	33 (12.6)	18 (6.9)	26 (9.9)	0.94 (1.39)	5605.0	.028	.025-.032	.12
		S	66	49 (74.2)	0 (0.0)	8 (12.1)	4 (6.1)	5 (7.6)	0.73 (1.32)				
		X	196	115 (58.7)	21 (10.7)	25 (12.8)	14 (7.1)	21 (10.7)	1.01 (1.41)				
P	Talking to people has felt too much for me	T	259	109 (42.1)	40 (15.4)	55 (21.2)	29 (11.2)	26 (10.0)	1.32 (1.38)	5201.0	.012	.010-.015	.14
		S	65	34 (52.3)	7 (10.8)	17 (26.2)	6 (8.5)	1 (1.5)	0.97 (1.15)				
		X	194	75 (38.7)	33 (17.0)	38 (19.6)	23 (11.9)	25 (12.9)	1.43 (1.43)				
P	Tension and anxiety have prevented me from doing important things	T	261	119 (45.6)	35 (13.4)	41 (15.7)	42 (16.1)	24 (9.2)	1.30 (1.42)	5620.5	.055	.050-.059	.10
		S	66	35 (53.0)	7 (10.6)	11 (16.7)	12 (18.2)	1 (1.5)	1.05 (1.26)				
		X	195	84 (43.1)	28 (14.4)	30 (15.4)	30 (15.4)	23 (11.8)	1.38 (1.46)				
F	I have been happy with the things I have done (r)	T	261	50 (19.2)	41 (15.7)	63 (24.1)	44 (16.9)	63 (24.1)	1.89 (1.43)	5569.0	.047	.043-.051	.10
		S	66	10 (15.2)	10 (15.2)	14 (21.2)	10 (15.2)	22 (33.3)	1.63 (1.46)				
		X	195	40 (20.5)	31 (15.9)	49 (25.1)	34 (17.4)	41 (21.0)	1.97 (1.42)				
P	I have been disturbed by unwanted thoughts and feelings	T	261	107 (37.0)	30 (10.4)	45 (17.2)	45 (17.2)	34 (13.0)	1.50 (1.49)	5825.0	.117	.111-.123	.08
		S	66	33 (50.0)	3 (4.5)	12 (18.2)	11 (16.7)	7 (10.6)	1.33 (1.49)				
		X	195	74 (37.9)	27 (13.8)	33 (16.9)	34 (17.4)	27 (13.8)	1.55 (1.48)				
W	I have felt like crying	T	261	106 (40.6)	27 (10.3)	51 (19.5)	44 (16.9)	33 (12.6)	1.51 (1.47)	5502.0	.032	.028-.035	.11
		S	66	33 (50.0)	6 (9.1)	13 (19.7)	7 (10.6)	7 (10.6)	1.23 (1.43)				
		X	195	73 (37.4)	21 (10.8)	38 (19.5)	37 19.0)	26 (13.3)	1.60 (1.48)				
P	15. I have felt panic or terror	T	261	157 (60.2)	26 (10.0)	39 (14.9)	24 (9.2)	15 (5.7)	0.90 (1.28)	5466.0	.017	.014-.019	.13
		S	66	46 (69.7)	5 (7.6)	11 (16.7)	3 (4.5)	1 (1.5)	0.61 (1.02)				
		X	195	111 (56.9)	21 (10.8)	28 (14.4)	21 (10.8)	14 (7.2)	1.01 (1.34)				
R	16. I have made plans to end my life	T	259	182 (70.3)	26 (10.0)	22 (8.5)	18 (6.9)	11 (4.2)	0.65 (1.15)	5929.0	.148	.141-.155	.07
		S	66	50 (70.4)	4 (6.1)	6 (9.1)	4 (6.1)	2 (3.0)	0.55 (1.08)				
		X	193	132 (68.4)	22 (11.4)	16 (8.3)	14 (7.3)	9 (4.7)	0.68 (1.18)				
W	17. I have felt overwhelmed by my problems	T	255	112 (43.9)	32 (12.5)	47 (18.4)	41 (16.1)	23 (9.0)	1.34 (1.40)	5174.0	.014	.011-.016	.14
		S	66	36 (54.5)	6 (9.1)	13 (19.7)	9 (13.6)	2 (3.0)	1.02 (1.26)				
		X	189	76 (40.2)	26 (13.8)	34 (18.0)	32 (16.9)	21 (11.1)	1.45 (1.44)				

Sub-scale	Item (r indicates reverse scored items)	Total sample (T), SPARC (S) or non-SPARC X	n	Over the last week . . . n (%)					Mean (*SD*) (0-4)	Difference (Mann-Whitney U)			Effect size
				Not at all	Only occasionally	Sometimes	Often	Most or all of the time		U	p (1-tailed)	95% CI	rs
P	18. I have had difficulty getting to sleep or staying asleep	T	259	71 (27.4)	32 (12.4)	48 (18.5)	49 (18.9)	59 (22.8)	1.97 (1.53)	6282.5	.437	.427-.447	.01
		S	66	20 (30.3)	5 (7.6)	12 (18.2)	16 (24.2)	13 (19.7)	1.95 (1.53)				
		X	193	51 (26.4)	27 (14.0)	36 (18.7)	33 (17.1)	46 (23.8)	1.98 (1.53)				
F	19. I have felt warmth or affection for someone (r)	T	256	145 (56.6)	32 (12.5)	34 (13.3)	17 (6.6)	28 (10.9)	2.97 (1.40)	5413.5	.056	.052-.061	.10
		S	64	31 (48.4)	8 (12.5)	11 (17.2)	6 (9.4)	8 (12.5)	2.75 (1.45)				
		X	192	114 (59.4)	24 (12.5)	23 (12.0)	11 (5.7)	20 (10.4)	3.04 (1.37)				
P	20. My problems have been impossible to put to one side	T	257	95 (37.0)	36 (14.0)	44 (17.1)	39 (15.2)	42 (16.3)	1.61 (1.51)	5439.0	.069	.064-.075	.09
		S	64	29 (45.3)	8 (12.5)	10 (15.6)	8 (12.5)	9 (14.1)	1.38 (1.51)				
		X	193	66 (34.2)	28 (14.5)	34 (17.6)	31 (16.1)	34 (17.6)	1.68 (1.51)				
F	21. I have been able to do most things I needed to (r)	T	258	41 (15.9)	38 (14.7)	61 (23.6)	58 (22.5)	60 (23.3)	1.77 (1.38)	4985.0	.004	.002-.005	.20
		S	66	6 (9.1)	9 (13.6)	14 (21.2)	13 (19.7)	24 (36.4)	1.39 (1.34)				
		X	192	35 (18.2)	29 (15.1)	47 (24.5)	45 (23.4)	36 (18.8)	1.91 (1.37)				
R	22. I have threatened or intimidated another person	T	259	187 (72.2)	25 (9.7)	23 (8.9)	14 (5.4)	10 (3.9)	0.59 (1.10)	6357.5	.489	.479-.498	.00
		S	66	49 (74.2)	2 (3.0)	6 (9.1)	6 (9.1)	3 (4.5)	0.67 (1.23)				
		X	193	138 (71.5)	23 (11.9)	17 (8.8)	8 (4.1)	7 (3.6)	0.56 (1.05)				
P	23. I have felt despairing or hopeless	T	259	116 (44.8)	31 (12.0)	41 (15.8)	43 (16.6)	28 (108)	1.37 (1.46)	5305.0	.015	.012-.017	.13
		S	66	33 (50.0)	8 (12.1)	18 (27.3)	6 (9.1)	1 (1.5)	1.00 (1.14)				
		X	193	83 (43.0)	23 (11.9)	23 (11.9)	37 (19.2)	27 (14.0)	1.49 (1.53)				
R	24. I have thought it would be better if I were dead	T	259	139 (53.7)	31 (12.0)	33 (12.7)	18 (6.9)	38 (14.7)	1.17 (1.50)	5348.0	.020	.017-.022	.13
		S	65	41 (63.1)	9 (13.8)	5 (7.7)	4 (6.2)	6 (9.2)	0.85 (1.34)				
		X	194	98 (50.5)	22 (11.3)	28 (14.4)	14 (7.2)	32 (16.5)	1.28 (1.54)				
F	25. I have felt criticised by other people	T	258	120 (46.5)	34 (13.2)	48 (18.6)	34 (13.2)	22 (8.5)	1.24 (1.38)	5652.5	.102	.096-.108	.08
		S	65	34 (52.3)	7 (10.8)	14 (21.5)	7 (10.8)	3 (4.6)	1.05 (1.27)				
		X	193	86 (44.6)	27 (14.0)	34 (17.6)	27 (14.0	19 (9.8)	1.31 (1.41)				
F	26. I have thought I have no friends	T	259	119 (45.9)	37 (14.3)	36 (13.9)	32 (12.4)	35 (13.5)	1.33 (1.49)	5791.0	.143	.136-.150	.07
		S	65	34 (52.3)	8 (2.3)	6 (9.2)	11 (16.9)	6 (9.2)	1.18 (1.46)				
		X	194	85 (43.8)	29 (14.9)	30 (15.5)	21 (10.8)	29 (14.9)	1.38 (1.50)				

Sub-scale	Item (r indicates reverse scored items)	Total sample (T), SPARC (S) or non-SPARC X	n	Over the last week . . . n (%)					Mean (*SD*) (0-4)	Difference (Mann-Whitney U)			Effect size
				Not at all	Only occasionally	Sometimes	Often	Most or all of the time		U	p (1-tailed)	95% CI	rs
P	27. I have felt unhappy	T	259	71 (27.4)	39 (15.1)	55 (21.2)	41 (15.8)	53 (20.5)	1.91 (1.59)	4711.0	.001**	.000-.001	.19
		S	65	25 (38.5)	12 (18.5)	15 (7.7)	5 (7.7)	8 (12.3)	1.37 (1.38)				
		X	194	46 (23.7)	27 (13.9)	40 (20.6)	36 (18.6)	45 (23.2)	2.04 (1.49)				
P	28. Unwanted images or memories have been distressing me	T	258	109 (42.2)	36 (14.0)	31 (12.0)	37 (14.3)	45 (17.4)	1.51 (1.56)	5740.0	.146	.139-.152	.07
		S	65	31 (47.7)	8 (12.3)	7 (10.8)	11 (16.9)	8 (12.3)	1.34 (1.51)				
		X	193	78 (40.4)	28 (14.5)	24 (12.4)	26 (13.5)	37 (19.2)	1.56 (1.58)				
F	29. I have been irritable when with other people	T	258	112 (43.4)	37 (14.3)	55 (21.3)	32 (12.4)	22 (8.5)	1.28 (1.36)	5301.0	.022*	.019-.025	.12
		S	65	33 (50.8)	9 (13.8)	16 (24.6)	6 (9.2)	1 (1.5)	0.97 (1.31)				
		X	193	79 (40.9)	28 (14.5)	39 (20.2)	26 (13.5)	21 (10.9)	1.39 (1.41)				
P	30. I have thought I am to blame for my problems and difficulties	T	259	78 (30.1)	40 (15.4)	47 (18.1)	41 (15.8)	53 (20.5)	1.81 (1.52)	5422.0	.042*	.038-.046	.11
		S	65	26 (40.0)	8 (12.3)	11 (16.9)	10 (15.4)	10 (15.4)	1.54 (1.52)				
		X	194	52 (26.8)	32 (16.5)	36 (18.6)	31 (16.0)	43 (22.2)	1.90 (1.51)				
W	31. I have felt optimistic about my future (r)	T	256	52 (18.0)	49(19.1)	55 (21.5)	46 (18.0)	54 (21.1)	2.00 (1.43)	5979.0	.369	.360-.379	.02
		S	64	14 (21.9)	12 (18.8)	14 (21.9)	11 (17.2)	13 (20.3)	2.04 (1.40)				
		X	192	38 (19.8)	37 (19.3)	41 (21.4)	35 (18.2)	41 (21.4)	1.98 (1.43)				
F	32. I have achieved the things I wanted to (r)	T	256	79 (30.9)	38 (14.8)	61 (23.8)	37 (14.5)	40 (15.6)	2.31 (1.44)	5450.0	.111	.105-.117	.08
		S	64	15 (23.4)	9 (14.1)	19 (29.7)	9 (14.1)	11 (17.2)	2.12 (1.40)				
		X	192	64 (33.3)	29 (15.1)	42 (21.9)	28 (14.6)	29 (15.1)	2.37 (1.45)				
F	33. I have felt humiliated or shamed by other people	T	257	143 (55.6)	28 (10.9)	44 (17.1)	22 (8.6)	20 (7.8)	1.02 (1.33)	5717.0	.160	.153-.167	.06
		S	64	38 (59.4)	7 (9.9)	13 (20.3)	2 (3.1)	4 (6.3)	0.86 (1.22)				
		X	193	105 (54.4)	21 (10.9)	31 (16.1)	20 (10.4)	16 (8.3)	1.07 (1.36)				
R	34. I have hurt myself physically or taken dangerous risks with my health	T	256	152 (59.4)	19 (7.4)	33 (12.9)	27 (10.5)	25 (9.8)	1.04 (1.43)	5926.0	.308	.299-.317	.03
		S	64	40 (62.5)	3 (4.7)	10 (15.6)	4 (6.3)	7 (10.9)	0.98 (1.43)				
		X	192	112 (58.3)	16 (8.3)	23 (12.0)	23 (12.0)	18 (9.4)	1.06 (1.43)				

Sub-scale	Item (r indicates reverse scored items)	Total sample (T), SPARC (S) or non-SPARC X	n	Over the last week . . . n (%)					Mean (*SD*) (0-4)	Difference (Mann-Whitney U)			Effect size
				Not at all	Only occasionally	Sometimes	Often	Most or all of the time		U	p (1-tailed)	95% CI	rs
	Wellbeing subscale (mean scores)	T	256						1.60 (1.03)	5293.5	.053*	.049-.057	.10
		S	64						1.40 (0.96)				
		X	192						1.66 (1.06)				
	Problems subscale (mean scores)	T	256						1.61 (1.28)	5017.0	.013**	.010-.015	.14
		S	64						1.30 (1.02)				
		X	192						1.71 (1.35)				
	Functioning subscale (mean scores)	T	256						1.71 (0.89)	5005.5	.012**	.010-.014	.14
		S	64						1.49 (0.80)				
		X	192						1.77 (0.91)				
	Risk subscale (mean scores)	T	256						0.79 (0.94)	5657.5	.166	.159-.174	.06
		S	64						0.70 (0.94)				
		X	192						0.82 (0.94)				
	Non-risk items (mean scores)	T	259						1.55 (0.84)	5083.5	.008**	.006-.009	.15
		S	66						1.33 (0.79)				
		X	193						1.63 (0.85)				
	Total CORE (mean scores)	T	256						1.50 (0.90	5088.0	.019**	.017-.022	.13
		S	64						1.29 (0.82)				
		X	192						1.57 (0.92)				
	Wellbeing subscale total	T	245						6.51 (3.46)	4538.0	.006**	.004-.007	.16
		S	63						5.59 (3.64)				
		X	182						6.83 (3.34)				
	Problems subscale total	T	239						19.18 (12.42)	4396.0	.017*	.015-.020	.14
		S	60						16.00 (12.21)				
		X	179						20.24 (13.67)				

Sub-scale	Item (r indicates reverse scored items)	Total sample (T), SPARC (S) or non-SPARC X	n	Over the last week . . . n (%)					Mean (*SD*) (0-4)	Difference (Mann-Whitney U)			Effect size
				Not at all	Only occasionally	Sometimes	Often	Most or all of the time		U	p (1-tailed)	95% CI	rs
	Functioning subscale total	T	234						20.71 (8.99)	3988.0	.006**	.005-.008	.16
		S	58						18.19 (7.96)				
		X	176						21.54 (9.18)				
	Risk subscale total	T	249						4.75 (5.60)	5421.5	.215	.207-.223	.05
		S	62						4.31 (5.72)				
		X	187						4.89 (5.57)				
	Positively worded items total	T	237						16.62 (7.30)	4370.0	.020**	.017-.023	.13
		S	60						15.07 (7.03)				
		X	177						17.15 (7.35)				
	Negatively worded items total	T	215						34.43 (25.98)	3574.5	.036*	.032-.039	.13
		S	53						29.19 (24.97)				
		X	162						36.15 (26.14)				
	Non-risk items total	T	214						45.69 (26.36)	3291.0	.005**	.003-.006	.18
		S	54						37.63 (24.5)				
		X	160						48.41 (26.50)				
	Overall CORE total	T	208						49.80 (30.44)	3239.5	.015**	.012-.017	.15
		S	52						42.25 (29.21)				
		X	156						52.31 (30.51)				

* Significant at p ≤ 0.05 level

** remained significant after application of a Bonferroni correction

4.4 Discussion

The research outlined in this chapter has demonstrated the impact of SPARC on men detained in prison. A summary of findings is presented in Table 4.19 below.

Table 4.19 Summary of findings

Hypothesis	**Result**	**Experimental hypothesis accepted or rejected (due to significance)**
There will be associations between residential wing, age and previous prison experience, with the perceived helpfulness of SPARC	no association	rejected
SPARC clients report . . .		
improved engagement in education and work	improved engagement amongst SPARC	rejected
improved behaviour	no differences	rejected
improved feelings of safety	improved amongst SPARC	rejected
less suicide and/or self-harm in custody	lower amongst SPARC	rejected
less violence or bullying	lower amongst SPARC	rejected
fewer incidences of debt	lower amongst SPARC	rejected
more family contact	increased amongst SPARC	rejected
more likely to engage in Peer Support services	increased amongst SPARC	Partially accepted (in relation to Listeners, specifically)
more likely engaged in support services in prison	increased amongst SPARC, except chaplaincy and OMU	rejected
more likely to maintain contact with pre-custody support services	increased amongst SPARC	accepted
SPARC clients score more positively on a measure of social climate	improved social climate amongst SPARC	rejected
SPARC clients score more positively on a measure of wellbeing	improved amongst SPARC	accepted

The research found overall that SPARC had a positive impact. SPARC clients found the SPARC intervention helpful irrespective of age, residential wing location, and whether they had previously experienced custody. The current findings also showed

that people who received the SPARC intervention demonstrated higher levels of engagement in employment and education in custody, experienced increased feelings of safety across the establishment, reported less self-harm attempts and were more likely to find the ACCT process helpful, were less likely to be victims of violence/bullying, were less likely to be in debt, were more likely to have family contact, were more likely to engage with Peer Support schemes, and experienced a more positive prison climate. Although these findings did not reach a level of statistical significance, taken together, they do indicate a positive effect following SPARC intervention. Further research should increase the sample size to explore whether the effect continues to increase in the same direction and reach a level of significance. There were also very few indicators where SPARC clients had less positive outcomes. However, these may be the result of the support received via SPARC. For example, SPARC clients reported lower engagement with OMU but this could be due to frequent advocacy between SPARC Practitioners, OMU and clients.

Furthermore, the research demonstrated significant differences in the likelihood of engaging in the Listener Scheme for support. This is an important finding since the aim of the Listener Scheme is to provide peer support to fellow prisoners who are struggling to cope with the aim of reducing suicide, self-harm and feelings of distress of despair (Samaritans, 2016). Therefore, through increasing engagement with Peer Support, SPARC is further indirectly indicated in reduced levels of suicide, self-harm and distress. In addition, Peer Support schemes have been shown to play an

important role for both the people receiving support, and those providing support, with respect to increased understanding and adjustment to prison life, positive role modelling, reduced isolation, decreased drug use, enhanced confidence and self-esteem, the provision of an identity beyond that of an 'offender', improved trust, and improved communication skills (HMIP, 2016); all of which are likely to contribute to improved conditions in custody and also improved outcomes for release.

The research also demonstrated that SPARC clients were significantly more likely to have maintained contact with external agencies that they were receiving support from prior to prison custody. External agencies that SPARC liaised with included housing providers, employment agencies, substance use services, health and social care services, community mental health teams, and the Integrated Offender Management service, known locally as 'ARC' (Assisting Rehabilitation Through Collaboration) which offers holistic support to those people who were responsible for the highest number of offences across the county. Maintaining contact with agencies is likely to contribute to continuation of support, particularly important given the levels of need highlighted in Chapters 2 and 3. It is also important given the influence of health, accommodation and employment on reducing reoffending (Social Exclusion Unit, 2002).

4.4.1 Impact on Well-being

Perhaps most significantly, SPARC clients showed significantly higher wellbeing scores than non-SPARC clients. Specifically, SPARC clients showed increased wellbeing, better life functioning, lower problems, and lower overall CORE scores which were indicative of improved wellbeing overall. In addition to the overall impact on wellbeing and the CORE subscales, the research demonstrated that people who received the SPARC intervention were less likely to experience intense negative emotions such as panic, terror, despair, hopelessness, tension, anxiety and isolation; less likely to have felt like crying or that they would be better off dead, less likely to have thought about hurting themselves and more likely to have felt positive emotions such as feeling OK, being happy with things they had done and being able to do things that they needed to. The levels of wellbeing found in this study (across both groups) were still lower than non-clinical populations which have been assessed using the CORE, but were higher than clinical populations (Evans et al., 2002). In addition, the EssenCES indicated that SPARC clients were significantly more likely to report feeling that staff cared and less likely to report really threatening situations.

It is argued, based on the theoretical background outlined in Chapter 2 (for example, Maslow's Hierarchy of Needs and the Good Lives Model) that the improved wellbeing demonstrated by SPARC clients lends itself to those individuals being better engaged in sentence plans, showing improved functioning in prison, holding an improved opportunity to address offending behaviour, having an increased chance of

maintaining family ties and improved reintegration into the community. In order to do this, SPARC uses a series of behavioural nudges to improve resources and reduce challenges, although the specific function of the nudges may differ from person to person. For example, for one person, the nudges may be a telephone call to family and the provision of information about the prison; for the next an in-depth discussion about education opportunities in the prison and a referral to mental health; or they could encompass a referral to resettlement services and substance use services; the nudges could involve securing pets or ensuring the welfare of family members, and so on. Although the nudges or combination of nudges are different depending on the needs of the individual, they all serve to reduce challenges and improve resources. The intervention nudges may also demonstrate that staff working in the CJS can be helpful and supportive, subsequently leading to increased feelings of trust. The small nudges improve Procedural Justice and combine to produce a significant difference to wellbeing in order to provide each individual with the maximum opportunity to work towards rehabilitation. Essentially, small changes lead to big differences.

4.4.2 Strengths and Limitations

There were several strengths to the methodology undertaken for this research. The SPARC and non-SPARC groups were shown to be evenly matched regarding age, residential wing location, ethnicity, country of birth, religion, whether they had previous experience of prison, the length of time in custody and sentence length. This minimised the potential for confounding variables to account for the differences

observed. The measures used (EssenCES and CORE) evidenced good validity and reliability, congruent with previous research. The evaluation of two groups simultaneously, rather than the same group longitudinally (pre- and post-intervention) means that there is an absence of some of other limitations inherent with questionnaire methodology. These include 'response shifts' where clients are more accurately able to answer questionnaires after an intervention due to increased understanding of terminology and understanding of their own situation (Meier, 1994).

However, the research is not without limitations. Some limitations of this study lie in the limitations inherent with self-report questionnaires. For example, there may have been measurement errors due to demand characteristics or misinterpretation of the questions. While steps were taken to try to minimise these risks (as outlined in the measures section above), there is no way of understanding whether these errors were present or not. Given the low literacy levels amongst prison populations, it is likely that there was some element of misinterpretation or miscommunication in some answers provided.

Aveline (2006) suggested that 20% of patients appeared to under or over-estimate the severity of their problems in the CORE. It could also be that participants who had received the SPARC intervention just provided more socially desirable responses or were less likely to over-estimate their problems (Kellor, Owens & Pettijohn, 2001). In addition, depending on how long someone had been in custody, it may be that false

memories were present or that people who could remember being seen by a SPARC practitioner had higher levels of wellbeing generally. In the case of the CORE measure, some 'telescoping' may have occurred, whereby respondents tend to include events occurring prior to the period in question (the previous week) leading to an overestimation of problems (Loftus, Smith, Klinger and Fiedler, 1992). In addition, the CORE was originally designed to be used to measure change over time rather than compare 2 different groups at a single point in time. However, this was not possible in this situation due to time constraints in the court and reception processes, and since changes in the CORE over time may be a result of adjustment to custody. There is also nothing evident in the literature to suggest that the CORE cannot be used in the way it was in the current research.

With regard to the statistical analysis, Bonferroni corrections were applied to account for the number of tests undertaken. However, it was felt that this could be too severe for the individual items as it would require that $p<0.001$ for every test. In addition, the number of significant differences on the CORE is much higher than that which would be expected through chance (which would be 1 in 20), which is indicative of a real effect resulting from the SPARC intervention. However, all of the CORE sub-scale and overall measures except for the wellbeing sub-scale (which was only marginally significant) and the risk sub-scale (which was not significant at all) remained significant following the application of a Bonferroni correction.

Furthermore, the exploratory factor analysis indicated that there may some variance in the factors on the CORE, such that the positively worded items and negatively worded items mapped more effectively onto subscales within this population. This was accounted for in the results by also providing the positively and negatively worded items as subscales and yielded similar statistically significant results as the pre-defined subscales such that SPARC participants scored significantly more positively regarding wellbeing than non-SPARC participants. However, the factor structure for the CORE within prison populations requires further investigation.

A further limitation of the research is that by the nature of the SPARC delivery model being limited to Lincoln courts, it follows that most SPARC clients are likely to have been from Lincolnshire (see also evidence in Chapter 2). However, the comparison group who did not receive the SPARC intervention are more likely to have been from outside Lincolnshire (because they arrived on transfer from other prisons or from out of area courts). Therefore, since family ties are significant in the maintenance of wellbeing, the SPARC group may have displayed higher levels of well-being due to being closer to home and their families. While it would be unethical to withhold SPARC from some people in order to provide a more valid comparison group, it would be useful for future research to compare levels of wellbeing between groups of people who are different distances from their home areas and families.

An additional limitation is that the current research did not control for additional factors which could have a significant impact on some of the measures. For example, wing location could have a significant impact on feelings of safety, social climate and wellbeing. Future research should recruit a larger sample which would facilitate an investigation into the impact of additional factors such as residential location.

Follow up data is also lacking from this research. It is hypothesised that higher wellbeing is likely to increase engagement in sentence planning and therefore increase the likelihood of positive behaviour change and successful resettlement into the community after release from prison. However, evidencing reoffending outcomes was outside the scope and permissions of the current study. Future research should look at follow up outcomes with regard to reintegration and reoffending. The recent development of improved access to the Justice Data Lab which allows comparison of matched groups for the purposes of service evaluation (Webster, 2018) would facilitate this in future. Finally, although the research highlighted that SPARC had a positive impact on the wellbeing of men in prison custody, the methodology did not allow an indication of why this was. Further research is required to deduce this. This was completed as part of this PhD and will be the focus of Chapter 5.

Furthermore, while the questionnaire was delivered to all men detained during the data collection period, there is also some unavoidable non-response error. This is also related to the use of incentives which has been shown to be complicated in the

literature. Due to the cplicated nature regarding the use of incentives, this is discussed in more detail below.

4.4.2.1 Response rates and use of incentives

Achieving adequate response rates in research is an ongoing challenge in questionnaire research and studies suggest that participation has decreased over time due to concerns such as privacy and confidentiality, and a general decline in volunteerism (Galea & Tracy, 2007). The methods outlined were utilised to try to maximise response rate and reduce non-response bias. People respond to questionnaires or surveys for 3 reasons: altruistic reasons (wanting to be helpful), interest in the topic, and egoistic reasons (enjoys surveys, would benefit from completion) (Porst & von Briel, 1995; cited in Singer, 2012). These motives were predominantly addressed using the participant information sheet which outlined the usefulness and benefits of completion in order to try to increase intrinsic motivation. However, the theory of reasoned action (Fishbein & Ajzen, 1975) argued that people pursue a course of action if the perceived benefits outweigh the costs. Groves, Singer and Corning (2000) applied this thinking to survey participation in their leverage-saliency theory which argues that there is a subjective weight given to various factors for and against participation which are made salient when introduced to the survey. Therefore, the use of an incentive would potentially increase the perceived benefit and 'lever' someone more towards completion.

The operational capacity of HMP Lincoln is 729 people. The prison operated at near capacity during the data collection period (714-719). Taking the median of this population range (717), this means the response rate was 39.6%. The previous safer custody survey in 2013, received 118 replies from a population of 575, giving a response rate of 20.5% (Smith, 2013). The use of incentives (Mars Bars) is likely to have increased the response rate in the current study in line with previous studies. For example, Edwards et al. (2002) showed that monetary incentives doubled the odds of a postal questionnaire being returned. More recently, Yu et al. (2017) demonstrated that monetary incentives increased the response rate in their survey research by 18%. Little research appears to have been done regarding the use of non-monetary incentives but Church (1993) indicated that gifts yielded an average response increase of 7.9%.

Despite the positive impact incentives can have on response rates, they have also come under considerable scrutiny, predominantly regarding their ethical appropriateness, with critics arguing they exert undue influence or coerce people into participation (Grant & Sugarman, 2004). This is particularly significant in prison populations given the pre-existing issues of power imbalance discussed above. However, Faden and Beauchamp (1986) argue that incentives can never be coercive because coercion occurs when there is an overt threat of harm intentionally presented in order to gain compliance. Incentives may exert an undue influence but are not coercive.

Incentives are offers that are intentionally designed to alter the status quo by motivating an individual to choose a different course of action than they would be likely to choose in the absence of an incentive (Grant & Sugarman, 2004). It is therefore important to ask whether incentives may cause people to undertake risks that they would not normally be willing to accept without incentive (Singer & Couper, 2009). However, research has indicated that while larger incentives produce greater participation, there is no interaction between the size of the risk and the size of the incentive (Singer & Couper, 2008). This may, however, be different for vulnerable populations such as drug users (Seddon, 2005). Singer and Bossarte (2006) also discuss the use of incentives to particular types of research, including surveys of injury and violence, which is specifically relevant to the area of study in this research. They suggest that the risks of participating in such research may be increased because it could trigger traumatic memories relating to violence or injury.

The use of incentives has also been criticised due to their potential to affect response quality. Two alternative hypotheses exist for this. The first is that by inducing people to respond who otherwise may not have responded, incentives lead to a decline in research quality. The second hypothesis is that rewarding participants through incentives leads to better quality responses (Singer & Kulka, 2002). However, research does not consistently support either hypothesis. For example, Medway and Fulton (2012) and Davern, Rockwood, Sherrod and Campbell (2003) found no effect on

several quality measures including accuracy and the completeness of data records, while Jackle and Lynn (2008) found that incentives increased item non-response.

Incentives have also been criticised because they may affect the sample composition (Cantor, O'Hare and O'Connor, 2008). For example, in this study, people with less access to money in custody (from wages or sent in by family/friends) to purchase luxury items such as chocolate snacks may be more likely to be incentivised to respond than those with access to plenty of funds. This may be different between groups under investigation because, for example, SPARC clients may be closer to home and therefore their families have more financial resources to send money due to decreased cost of travel to the prison. However, previous research is also inconclusive for this. Cantor, at al, (2008) found that incentives had no effect on sample comparison, while McGonagle and Freedman (2018) found that higher incentives meant there were a higher proportion of responses from older participants. It has also been argued that sometimes the effect on sample composition may be more desirable as it could make the sample more representative of the population studied (Singer & Ye, 2013). However, there is no way of knowing if this is the case in this data set.

Incentives may also skew responses by influencing response distribution by placing respondents in a better mood (Schwarz & Clore, 1996). In this study, the prospect of getting a free Mars Bar in the context of a prison where food is generally seen as undesirable may promote a more optimistic mood amongst respondents. There was

no reason to suggest that this may be more evident in the SPARC versus non-SPARC group, however. There was also no consistent research for this hypothesis with some evidencing findings to support it (Brehm, 1994) and some failing to find support (Curtin, Singer and Presser, 2007).

Incentives may also have a long-term effect through conditioning such that participants come to expect incentives. In this study, it could be that the use of incentives jeopardised future questionnaires where no incentives were offered (Singer and Ye, 2013) but there is no empirical evidence to support this. Singer, Van Hoewyk and Maher (1998) found that participants offered monetary incentives did not respond at a lower rate after 6 months.

In addition, within prison settings, even small tokens like Mars Bars could be used in gambling. Anecdotally (from prison staff), it is known that Mars Bars and other confectionary items are popular gambling currency. Beauregard and Brochu (2012) also acknowledge that prisoners may gamble sodas and sweets. Gambling in prisons is reported to be a common behaviour (Williams & Hinton, 2006). Reasons for gambling include the relief of boredom, to provide socialisation opportunities, and to increase acceptance form peers.

However, gambling can also be linked to criminality, bringing about exploitation of vulnerable people in prison, and the implications of unpaid debts (in a culture where paying back double what is owed, 'double bubble') may be extreme (Williams & Hinton, 2006). In one study, 9% of male prisoners with problem gambling had been convicted of gambling related offences (Abbott and McKenna, 2005). In a German study, this was reported to be the case for 7.5% of males (Zurhold, Verthein & Kalke, 2014). Problem gambling also tends to occur alongside mental health problems, substance use and alcohol dependence (Shaffer, LaPlante, LaBrie, Kidman, Donato & Stanton, 2004). Gambling can also be associated with a loss of control and risk taking (American Psychiatric Association, 2000). In prisons, only 9.5% of males are reported to have gambled without problems in the past, compared to 60% of the general population (May-Chahal, Wilson, Humphreys & Anderson, 2012). Finally, problem gambling has been associated with increased odds of the perpetration of violence (Roberts et al., 2016), and in prisons can lead to frictions, quarrels or threats (Beauregard & Brochu, 2013). It therefore seems that although many cases of gambling may be relatively benign, it cannot be ignored that gambling can lead to significant problems and that putting almost 300 Mar Bars into a local prison over the course of the week may have contributed to this, therefore inadvertently facilitating some of the very behaviours that the SPARC intervention aimed to avert.

Overall, while a small token of appreciation, 'just a Mars Bar', might seem like a helpful incentive, within the confines of the prison environment where deprivation is

likely to change the perception of the value of a Mars Bar, there are several problems. Good practice around the use of incentives includes adequate information about the subject and purpose of the study and adequate precautions to protect participants (Singer & Bossarte, 2006). These are fundamental principles of ethics for any research and were employed within this study. Nevertheless, because of the complexities and wide debate concerning the use of incentives in research, HMPPS have now stopped allowing the use of incentives in research except in exceptional circumstances such as when response rates have been shown to be particularly problematic (HMPPS, 2018). Therefore, if this research was to be replicated, it would have to give more careful consideration to the use of incentives or be done without their use.

4.4.3 Conclusion

Despite its limitations, the research undertaken provides evidence that small levels of input and support (in the form of Behavioural Nudges) at the time of transition into custody delivered through the SPARC service can have a significant positive impact on subsequent wellbeing. Specifically, individuals who received such support experienced less negative emotions such as anxiety, despair and isolation; were less likely to feel like crying or that they would be better off dead; and were more likely to be able to do the things they needed to. They were also more likely to engage in the Listeners Peer Support Scheme and maintain contact with external agencies. This has important implications for the utility of the SPARC service within the context of an urgent need to improve safety in prisons and subsequently reduce reoffending. These

findings, taken together with the findings from Chapters 2 and 3, suggest that SPARC is an effective method of supporting the transition into custody, via court, which could be systematically implemented in courts and correctional establishments across the UK and around the world.

Chapter 5: The functional impact of SPARC on wellbeing

5.1 Introduction

Chapters 2 and 3 evidenced high levels of need at the point of transition into custody and argued that SPARC is a model of identifying and addressing the needs. Chapter 4 utilised questionnaires to assess the effectiveness of the SPARC intervention. The results showed that, overall, those people who were supported through SPARC on their way into prison custody, displayed higher levels of wellbeing than those who were not, and almost 90% of participants found SPARC to be helpful. However, the results could not tell us functionally why SPARC was helpful or why and how SPARC improved levels of wellbeing. The focus of this chapter is therefore to try to analyse the function of SPARC relative to increased levels of wellbeing. It was important to determine whether wellbeing increased due to some of the factors previously highlighted in Chapters 1 and 2. These included increased Procedural Justice (Tyler, 2007), increased hope (Snyder, 1995), the meeting of basic needs including safety, security and belonging (Maslow, 1943), the facilitation of access to primary goods highlighted by the Good Lives Model (Ward & Stewart, 2003), and the resolution of practical challenges faced on arrival into prison such as finances, accommodation, information and family concerns (Jacobson, Edgar & Loucks, 2008). This chapter seeks to investigate whether the functionality of SPARC and its positive impact on

wellbeing is linked to some or all of these factors, or due to additional factors not previously discussed within this PhD.

The methodology to assess the underlying reasons for the positive impact of SPARC was critical. The methodology needed to provide more in-depth information than the quantitative data provided by the questionnaires. It also needed to encompass the fact that the SPARC service provides a series of behavioural nudges which are unique to the needs of each individual; there is no 'one size fits all' intervention within the SPARC model.

Qualitative methodology is a broad umbrella term for research methodologies that describe individual's experiences, behaviours, interactions and social contexts (Razafsha et al., 2012). Qualitative methods allow for a more thorough understanding of the reasoning behind an event than quantitative analysis. Unlike quantitative methodologies which provide numerical analysis of data in quantities, qualitative methodologies provide descriptions of non-numeric data. Qualitative methods can often provide answers to fill the gaps left by quantitative research. More increasingly, research has utilised mixed methods approaches, drawing on findings from both quantitative and qualitative methods (Landrum & Garza, 2015). Based on this, qualitative methodology was selected as the most appropriate way to assess the function of the SPARC intervention. Qualitative methodologies include questionnaires, interviews and focus groups.

Questionnaires were ruled out as a suitable method due to the lower levels of literacy within prison populations. Over half (54%) of people entering prison were assessed as having literacy skills expected of an 11-year-old (Skills Funding Agency, 2017); over 3 times higher than in the general adult population (15%; Department for Business Innovation and Skills, 2012). Although questionnaires with tick box answers were utilised for the previous study, the literacy research suggests that a number of potential participants would have significant difficulties in writing down the more complex ideas required to explain why SPARC had improved their wellbeing. In addition, participant feedback has suggested that questionnaires can be restrictive because participants can only provide feedback on what is asked and there is less opportunity to express opinions (Lam, Irwin, Chow & Chan, 2001). Such restrictiveness was not conducive to the detail and depth required to investigate the functionality of SPARC.

A focus group is an informal discussion between 4-12 selected individuals about specific topics (Beck, Trombetta & Share, 1986; Liamputtong & Ezzy, 2005). Focus groups involve one or more group discussions, during which participants focus on a topic selected by the researcher and presented to them, most commonly, as a set of questions (Wilkinson, 1998). Participants may be existing groups of people or people drawn together for the specific purposes of the research (Carey, 1994). Focus groups have been used for a wide range of health topics including contraceptive use amongst young women in developing countries (Kisker, 1995), smoking cessation (Basch, 1987),

and safer sex in the context of HIV and AIDS (Lupton & Tulloch, 1996). This range of topics is indicative that focus groups have been successfully utilised to discuss sensitive issues, including health and wellbeing.

The most common purpose of focus groups is for in-depth exploration of a topic about which little is known (Stewart & Shamdasani, 1990). The aim of focus groups is to understand and to gain insights into how people perceived a situation; they can obtain several perspectives about the same topic (Gibbs, 1997). Focus groups have elicited attitudes and experiences, and have been used to test new services, build excellence in systems, improve client experience, and enable identification of factors that participants deem important (Zupancic, Pahor & Kogovsek, 2019). These are all factors which were considered important for this evaluation. Collectively, these arguments suggested that focus groups were a suitable method to investigate the functional impact of SPARC.

Focus groups also have several advantages over one to one interviews. The use of focus groups was a response to concerns over one to one interviews because of the influence of the interviewer and limitations of answers in semi-structured interviews (Cowton & Downs, 2015). Crucially, focus groups involve the interaction of participants with each other as well as with the researcher or a group facilitator; it is this collection of interactive data which distinguishes focus groups from interviews (Morgan, 1988). Focus groups use the explicit interaction of group members to

produce data and insights that would be less accessible without the interaction within the group (Morgan, 1997). Focus groups can encourage participation from those who are reluctant to be interviewed on their own, and can encourage contributions from people who may have nothing to say but engage in discussion generated by other group members (Kitzinger, 1995). Focus groups allow ideas to be discussed in each individual's own language, concepts and concerns (Wilkinson, 1998), something very important given the fact that this research has not been conducted previously. They also allow the production of more fully articulated accounts than are often achieved through one to one interviews (Wilkinson, 1998). The interactive nature of groups mean that participants ask questions, agree/disagree with each other, and challenge each other, which serves to elicit an elaboration of responses that may be missed during interviews (Merton, 1987).

Focus groups have been used in three main ways: firstly, alongside other methods as an initial exploratory phase or in a final follow up phase to pursue an interesting finding from a large scale survey and add richness and depth to a project; secondly, as a research method in their own right; and thirdly, as a form of participatory action research to empower change (Wilkinson, 1998). Focus groups are commonly used to complement findings drawn from other methods to provide a balanced and holistic picture of the research setting (Parker & Tritter, 2007). Their use as an adjunct to other methods to follow up earlier findings further suggested focus groups were suitable in this research context, as a follow up to the safer custody findings.

In addition, focus groups have been cited as being quick and easy to run (Stewart & Shamdasani, 1990). They offer more rapid and fruitful ways for working with communities than in-depth interviews (Lloyd-Evans, 2006). However, they still require particular attention to piloting the question guide, briefing and debriefing participants, checking recording equipment, and several hours of transcription and analysis. All these factors were considerations for interviews too, but without the added interactive benefit and with a higher time resource requirement than focus groups.

Wilkinson (1997) suggested that three aspects should be considered in deciding to use focus groups – the purpose of the research, the type of output required (both discussed above) and practical/ procedural considerations. All of these were considered and as a result, focus groups were considered the best method for use. The practical considerations will be described in more detail in the next section.

5.2 Method

There is an emerging collection of initiatives and papers designed to promote explicit and comprehensive reporting of qualitative studies (Tong, Sainsbury & Craig, 2007). One such initiative is the Consolidated Criteria for Reporting Qualitative Research (COREQ; Tong, Sainsbury & Craig, 2007), a 32-item checklist for interviews and focus

groups. It is acknowledged that there is no empirical basis to evidence that the COREQ has led to improvements in the reporting quality of research, but the checklist was designed using a comprehensive search strategy and systematic extraction of criteria from 22 checklists (Tong et al., 2007). It has been argued that the use of the COREQ will lead to improved rigour, comprehensiveness, credibility and transparency in the reporting of qualitative research (Tong et al., 2007). The COREQ was therefore used as a framework to report on the focus groups held to evaluate SPARC. The COREQ is shown in Appendix 5.

5.2.1 Research Team and Reflexivity

The focus groups were facilitated by an employee of LAT, outside of the research and supervisory team, and outside of the SPARC staff team. He had a basic knowledge of the SPARC service but no vested interest in it, other than the fact it was another LAT service, not one that he worked on. He was selected because he was a staff member experienced in the facilitation of group work, and known to the researcher as someone who could facilitate groups in a flexible, non-directional and dynamic manner using open and Socratic questioning. At the time, he was an Integrated Offender Management Practitioner, supporting people persistently convicted of offences in the community, and was the lead facilitator for the Senior Attendance Centre, a court disposal that required people to attend group work sessions in the community. He was experienced in facilitating groups on a variety of subjects including problem solving, wellbeing, disclosure and budgeting. In addition, although his regular work was not

inside prisons, he was prison cleared and able to access prison keys. This meant he was able to practise safely within the prison with minimal additional resource from prison staff. The facilitator was not from an academic background but did hold NVQ Level 4 in Information, Advice and Guidance. The facilitator was not supporting any of the participants at the time of the focus groups, but it was noted that he had worked briefly with one participant 2 years prior. He was informed that the purpose of the focus groups was to form part of an evaluation of SPARC, to see what people's experiences were, what was working well and what could be improved.

As the Lead Researcher, I set up the focus groups, made all the necessary arrangements for the participants to be in the correct room, set up the recording equipment and then introduced the participants to the facilitator on the day. At the start of each group, I thanked everyone for attending and explained that the purpose of the focus groups was to find out people's experiences of SPARC. I explained that I would not be present during the discussion because I had worked on SPARC and supported some of the participants and that I did not want their responses to be biased by me being in the room and that it was important they spoke honestly about their experiences. The facilitator introduced himself as an LAT staff member who worked out in the community, rather than in the prison, on different services. I explained that the discussions would be recorded on an encrypted Dictaphone, transcribed and then the transcriptions destroyed (in line with NOMS ethics requirements) and that no identifying information would be reported in the write up.

In line with LAT and Prison Service guidelines, I also explained that should any participant disclose anything that suggested a risk of harm to themselves or someone else, anything to suggest a risk to the security of the prison, or a disclosure of any further offences, this would have to be reported. I also asked the group to be respectful of each other's opinions and to allow everyone to speak. This information was also detailed on the consent forms which they were asked to complete. After checking if they had any questions, I left the room and took no further part in the facilitation of the focus groups. The facilitator was the only person present in the class room during the focus groups thereafter. A debrief was left for the facilitator to provide to each participant at the end of each group.

I completed all transcription and initial analysis of the focus groups. This was done within 6 weeks of the focus groups being held and prior to the write up of this PhD. Prior training on focus groups was obtained during MSc research methods lectures. Experience with Thematic Analysis was gained during a previous research evaluation (Mumby & Hogue, 2017). Final codes were discussed with the supervisory team, both from the School of Psychology at the University of Lincoln and, after a preliminary write up, with a Senior Lecturer, also in the School of Psychology with additional expertise in the write up of qualitative research methods. I was aware of potential for bias in my analysis, given the fact that I was working as a Practitioner on the SPARC service at the time of the focus groups. Arguably, this could mean that I would view things through a more positive filter. However, I maintained that identifying factors

to improve was just as important as what was working positively in order to work towards SPARC becoming a model of good practice and achieving a standard of excellence. The results identified areas identified for improvement and the discussion section of this chapter discusses how these have been implemented.

5.2.2 Participants

Participants were volunteers recruited from a sample of people who had been supported by SPARC on their transition into HMP Lincoln in the 3 months prior to the focus groups. 126 people were interviewed and supported by SPARC during the period. However, as HMP Lincoln is a category B local prison, the population is transient with many people released from court after a period of remand, released after serving short sentences, or transferred to training prisons where their sentence plan needs could be better met. A flier was sent to the cell of each of the 54 people still in the prison to ask if they would like to participate in a focus group to feedback about SPARC. 21 people responded to indicate they wished to participate. 11 people took part in the focus groups (there was some drop off due to further releases and transfers and 3 people were unavailable on the day due to other appointments with visits and healthcare). It is recommended that focus groups are relatively homogenous (Carey, 1994), therefore two groups were held – one for 'main population' prisoners and one for 'vulnerable prisoners'. Vulnerable prisoners are also housed separately for their own protection, often, but not always, due to the nature of their offences (many vulnerable prisoners have convictions for sexual offences), and

therefore the focus groups were done separately for the actual and perceived safety of the participants. Running two groups was also in line with the prison's equality guidelines. 5 people took part in the first focus group which was specifically for people housed within the vulnerable prisoner wing of HMP Lincoln. 6 people participated in the second focus group which was for the main (non-vulnerable) population.

No specific demographic information was collected from the participants but anecdotally, it was noted that the participants ages ranged from early twenties to fifties in both groups, although it was thought that the average age in the main population group was younger than the vulnerable prisoner group. One participant in the main wing group was a foreign national prisoner with a very good level of spoken and written English. All participants completed the entire group, no one left part way through. The facilitator noted that all participants provided input during the focus groups and there did not appear to be any dominant voices.

5.2.3 Materials/Measures

No specific measures were used during the focus groups. Some guide questions were provided to the focus group facilitator; however, he was advised to supplement these with his own questions as he felt appropriate to elicit further information depending on the nature of the discussions emerging. The questions provided were:

- What are your experiences of SPARC?
- What do you think to SPARC?
- How is SPARC helpful?
- What could be improved about SPARC?
- What else would you like to tell us?

The questions were not pilot tested in this instance as it was felt this would not add benefit to the research and the facilitator had flexibility to adapt the questioning to meet the needs of the group. The recruitment flier, consent form and debrief sheet were devised specifically for this research. The groups were recorded on an encrypted Dictaphone which was the property of LAT. Prior approval to take the Dictaphone into the prison was provided by the prison's security department. No additional field notes were kept.

5.2.4 Procedure

Each person who expressed that they wanted to participate was sent an invitation to attend, detailing the location, date and time of the focus groups. Their proposed attendance was logged with the prison activities department to allow them to access the required rooms. The participants attended the classrooms on normal prisoner movements during which prisoners move to places of work and education. The focus groups took place in pre-booked classrooms within the establishment. The vulnerable prisoners' group was conducted in a classroom on their wing. The main wing prisoners' group was conducted in a classroom in the prison's education department. Both classrooms were arranged with chairs around a table. Light refreshments (tea, coffee, biscuits) were provided for comfort. Both focus groups took place the same day, the vulnerable prisoners in the morning, and main wing prisoners in the afternoon.

Each group was introduced as described in the reflexivity section above. Each focus group lasted approximately 1.5 hours. The time limit on each group was 2.5 hours due to the prison regime but the groups ended when the group decided they had nothing further to add. The participants returned to their cells on the wing immediately after the group had finished. The focus groups were transcribed using Microsoft Word by the researcher within 2 weeks of the groups. The transcripts were shared with the facilitator, who provided no additional comments, but not with the participants due to the sensitivity of the information discussed and the prison environment. Transcription

was carried out manually because, although time consuming, it has been highlighted as an excellent way to start becoming familiar with the data (Riessman, 1993) and, some argue, should be a key phase of analysis (Bird, 2005). The act of transcription can be interpretative, rather than just putting spoken words onto paper (Lapadat & Lindsay, 1999) and this did seem to the be the case in this research.

Additional groups were not possible due to the focus groups not being part of the core prison regime and the requirement to utilise an additional facilitator. In addition, the focus groups did allow everyone invited who was willing and able, to participate. There was no evidence that data saturation was achieved overall (although appeared to be within each group due to the fact they did not run for the full allocated time) but there was certainly rich data to allow a further exploration of the function of SPARC.

5.2.5 Ethical considerations

As described above, pre-research information was sent to each person invited to participate to facilitate informed consent. Further information was also provided during the introductions to the focus group with specific information provided about the recording of information and the conditions under which confidentiality would not apply (in relation to risk, as described in the reflexivity section above). All participants were asked to sign a consent form and provided with a written debrief. The recordings were destroyed as soon as transcription was complete, in line with

NOMS ethics requirements. The transcripts contained no identifying information. The research was approved by NOMS / HMPPS (NRC Reference 2015-274) and The School of Psychology Research Ethics Committee (SOPREC; reference number 1415119) at The University of Lincoln.

5.2.6 Analysis

The analysis was completed using the basic principles of thematic analysis (Braun and Clarke, 2006). Thematic analysis was selected as the most appropriate method of analysis for several reasons. Thematic analysis identifies, analyses and reports patterns within data. It minimally organises the data in rich detail (Braun & Clarke, 2005), as required for this research. It is not bound by theory like other methods such as Interpretive Phenomenological Analysis (IPA) or Grounded Theory (Braun & Clarke, 2005). The theoretical freedom provided by thematic analysis was important since this was an initial exploration of data provided about a new service. Thematic analysis has the flexibility to be used on new data (Braun and Clark, 2015).

Although IPA captures experiences which was the aim of this research, IPA requires this to be on an individual level with a great level of detail (McLeod, 2001). Thematic analysis does not require this level of detail. Thematic analysis allows some judgement from the person completing the analysis. It is not prescriptive in stating that e.g. 50% of the data must discuss a particular topic for it to be qualified as a theme (Braun &

Clarke, 2005). This meant that discussion points deemed important by the researcher were not lost due to a prescriptive method.

An inductive approach was undertaken, in that all themes emerged from the data, there were no pre-existing themes. The epistemological approach was constructivist/interpretive with a recognition that different groups of people (different prisoners, prisoners versus staff etc.) experience prison differently. The aim was to construct the experience of the transition into custody and the impact of the SPARC intervention from the perspective of prisoners who had experienced it. The transcription of the data allowed the researcher to become familiar with the information. Once the data was transcribed, it was read three times over the course of two days to allow further familiarity with the research (Braun & Clarke phase 1, familiarizing yourself with the data). On the second and third read, coding notes were made in the margins about what the data was showing (Braun & Clarke phase 2, generating initial codes). The transcripts are provided in Appendix 6. When no more new codes were emerging, the coding notes were typed up, with relevant page numbers corresponding to the data, and cut out. These were then arranged into initial groups and names given to sub-themes (Braun & Clarke phase 3, searching for themes). An initial coding tree was generated from this. These were reviewed twice more on separate days whilst reviewing the transcripts, and the sub-themes were arranged into key themes (Braun & Clarke phase 4, reviewing the themes). These were later discussed with the supervisory team. The names of the themes were refined

to provide the final coding tree (Braun & Clarke phase 5, defining and naming themes). Examples for each code are provided in the results section below (Braun & Clarke phase 6, producing the report). See Appendix 7 for the 4 iterations of coding and theme development.

5.3 Results

Four key themes and 12 sub- themes were identified. The final thematic map is displayed in Table 5.1 below. Each theme will be discussed with examples provided. FG 1 refers to focus group 1 with vulnerable prisoners; FG 2 refers to focus group 2 with main location prisoners.

Table 5.1 Final thematic map

Key theme	Sub-theme	Summary of content
1. Turbulent transitions into custody	1.1 Uncertainty, fears, distress and trauma	Trauma and fear in court cells, impact on memory Fear of the unknown, liminality, people and cells Fear perpetuated by media Crown court worse than magistrates Small explanations make a big difference
	1.2 Levels of preparation	Fear differentiation based on first time in custody Support should be prioritised for first time in custody early days Some people more vulnerable Fears even if experienced prison before Impact of knowing whether to expect prison, mediated by solicitors
	1.3 Lack of information and unfamiliar language	Lack of information, unfamiliar language, prisoner expected to know rules and processes Lack of understanding about rules led to trouble and debt Lack of money and canteen impacted on debt Information given was helpful but prisoners relied upon to provide SPARC information helpful Information overload Pocket book of information needed Frustration at inaccurate written information
2. Practical challenges of prison and the impact of SPARC	2.1 Finances, accommodation and employment	Could deal with punishment but dealing with practicalities a challenge Worries about finances and housing but SPARC had positive impact SPARC interventions helped avoid debt from utilities, phones and bailiffs; prison easier as a result Employment and self-employment supported through SPARC SPARC support with official letters to creditors
	2.2 Health and Wellbeing	Maintaining medication during transition to custody is stressful SPARC supported health and wellbeing needs, valued information sharing

Key theme	Sub-theme	Summary of content
	2.3 Family and relationships	Families a source of worry for prisoners Lack of support to maintain family contact, negative impact Prison impacted on families who also require support Positive impact of SPARC on maintenance of family ties Contact faster through SPARC support Feelings of burden on family but SPARC support eased Support to families increases hope
	2.4 Impact on release	Release from custody is difficult Concerns about resettlement support available Risk of a more difficult situation on release but SPARC mitigated this Positive experiences of wider LAT on release from prison
3. The SPARC identity	3.1 SPARC as a humanistic, trustworthy and accountable support service	SPARC as humanistic support in contrast to prison Genuine support, clients less isolated Reduced pains and uncertainty of imprisonment Grateful for support, recognisable difference made by SPARC support SPARC staff above and beyond Accountability of service fosters trust Written action plans support accountability
	3.2 Value of immediacy and continuity of SPARC	Value of immediacy and continuity of support from court into prison Important of familiarity in and environment where familiarity not the norm Speed and reliability of support important
	3.3 SPARC identity in Court	Some confusion over SPARC identity Not always sure what SPARC was LAT versus SPARC specifically Memory of uniform but unclear identity
4. Future directions	4.1 Publicity needs	Publicity needed prior to sentencing Information for families required Video and LAT Reps suggested
	4.2 Wider delivery needs	Concern about availability elsewhere Beneficial in other areas Support needed in reception Support required throughout stay

5.3.1 Theme 1- Turbulent transitions into custody

5.3.1.1 Subtheme 1.1 – Uncertainty, fears, distress and trauma

Trauma and fear were evident in the court cells and it was clear that some participants had vivid memories of the court journey, while for others their memory was affected by the trauma. For example;

> *"So, I got in there and they said all my charges and the judge goes blah, blah, blah, I cannot suspend this I got 6, 3 and 2 to run concurrent. Admittedly I was bricking it when they said I was going to prison." (FG1).*

> *"Little bit scared because obviously I'd not seen that part of court because I'd been on bail so I'd only come in the front door and back out every time for various things so it was the first time I was handcuffed and it was quite a traumatic thing, even though I sort of knew it was going to happen, I didn't know how long it was gonna be for, you know, so you stand there waiting and it is a little bit traumatic to be honest." (FG1).*

"I don't remember that much because I was a bit dazed, a lot going through my head." (FG2).

These discussions indicate that trauma and memory of the events in court were linked and could have an impact on an individual's understanding of what happened during their time at court.

Trauma and fear were also related to the unknown, of liminality, people and cells;

"It's traumatic because it's the unknown. . . it's all the unknown of what's gonna happen next and who you're gonna see. So, you know, never been in the system before and it's a big shock and I was expecting it worse than it was but even so, it still doesn't put you at ease . . . But just coming into prison late at night, not knowing what cell you're gonna be in, who you're gonna see. I mean my experience of the cell I was in was terrible. It was a quick learning curve." (FG1).

"My heart dropped when sentenced. . . I didn't know what to expect. My brother has been in before, but my heart just sank." (FG2).

"I mean I broke down pretty much because of the conditions in the cell" (FG1).

The comments above show that fear can manifest as a result of a variety of factors including not knowing what was happening, the time of day, not knowing what to expect and the conditions of the cell. This is important because all these issues can be mediated through additional information and support.

Fear also appeared to be perpetuated by the media;

"Coz you see on TV that they get beat up all the time. That's what people think of." (FG2).

Again, this is important because expectations and perceptions can be managed through the provision of information.

Crown court was highlighted as particularly unpleasant due to the presence of a judge and the potential for longer sentences;

"Crown court is a little more intimidating than magistrates' court because you've got this emotionless judge peering at you and judging you." (FG1).

"At crown you can get years, at magistrates', its months." (FG1).

These comments suggest that the two courts impact on the psychology of the situation in differing ways.

It was highlighted that support in court was not usual and often communication could be lacking;

"I've never seen anyone in court before from an agency when I've been remanded in the past. Every time I've been in court, it's just been you get remanded and then done." (FG1).

"My personal experience, because I'd been in court a few times, generally was the same guard in the dock with me and he sort of knew what I was like and it was a lot friendlier atmosphere and a lot less harsh. Not saying everyone gets that experience but he put me at ease, even when he had to handcuff me, he explained it's not because you've done anything particularly wrong or anything, it's just protocol. . ." (FG1).

However, these comments suggest that small explanations could make a big difference; handcuffs were featured again as an important factor.

To summarise, trauma, fear and distress were features during transitions from court into custody. This heightened state of arousal may have an impact on the ability to remember what happened, with some details such as handcuffs giving particularly vivid memories while others were forgotten. The media may perpetuate this while and the provision of information can help to reduce negative feelings.

5.3.1.2 Subtheme 1.2 – levels of preparation for prison

After sentencing or remand, there was uncertainty about what would happen for some people;

> *"It's different for different people because some people have been in before. From my personal view, I've not been to prison before, so I did not know what was gonna happen at all.' (FG1).*

> *"When I first at 16, I was shit scared, petrified. Going to a young offenders' place, didn't know what the system's about. I felt scared . . . Now, it was just normal, I've been through it loads of times." (FG1).*

"It was my first time in prison, and I was quite upset, I didn't understand, I didn't realise" [how to book a visit]. (FG2).

However, it was recognised that the experiences and levels of fear might be different depending on whether it was someone's first time which was particularly difficult and scary, compared to having had previous experience;

"I was upset first time. I was proper upset as it was my first time." (FG2).

"First time was dreadful, I was bricking it." (FG2).

As a result, participants felt that help should be prioritised for people entering for the first time during the unstable period of early days in custody;

"There needs to be a lot more help for first time people in I think." (FG2).

" . . people that are new in, I think they should get more information." (FG1).

Additionally, that some people may be more vulnerable than others;

> *"They need to do more to help people because people might not be so stable when they come in because obviously you've seen it yourself on the wing, some people are off their bloody heads when they come in." (FG1).*

> *"If I was more vulnerable . . . it could have been more serious." (FG1).*

For some, even having been in court and prison before, fears were still present and did not end at prison if further court hearings were due. This participant was due back in court for a further hearing;

> *"Truthfully I'm shitting it. I know I've been in trouble most of my life and that, just for petty things . . ." (FG1).*

In addition, even having been in before, there was recognition that the early days in custody are challenging;

> *"We know the score, but it still takes forever, took me a week to sort my PIN numbers and get money." (FG1).*

"It's still scary even coming in this time and it doesn't matter if one time or 100 times, you absolutely crap yourself, that first couple of weeks are always the hardest." (FG2).

The feedback provided suggests that it takes time to understand how things work in a prison and therefore people who have been in custody previously may be at some advantage, but that it is still challenging even when it is not the first time into custody.

Knowing whether to expect prison or not had an impact on how prepared people were regarding bringing things with them;

"I knew I was coming in, so I had my possessions." (FG1).

"I knew I was expecting prison time, I prepared a bag and everything and that was a little bit easier for me." (FG1).

It also seemed that solicitors had a role in this;

> *"Before this conviction, I'd been to mag [court] and avoided a prison sentence. I came to Lincoln Crown on this last charge and my solicitor was adamant that I'd get a suspended sentence. I hadn't prepared anything. I didn't prepare myself or my bills and all that, so I went to court and then." (FG1).*

To summarise, it was evident that uncertainty was present after being sent to prison which may be decreased through previous experiences of prison. Being better prepared was positive but solicitors did not always manage people's expectations in order for them to feel the need to prepare.

5.3.1.3 Subtheme 1.3 – Lack of information and unfamiliar language

It was highlighted that there is lack of information along with unfamiliar language and that new prisoners were just expected to know things, including rules and processes;

> *"When you come in, you're just expected to know and it's all the language and that kind of thing. Simple information that is easy to get on the outside is hard to get here." (FG1).*

"They just expect you to know what's coming and what the rules and regulations are and what everything is." (FG1).

"When I first came in, it was just all the guards expect you to know stuff." (FG2).

More specific examples were provided about unfamiliar language, particularly regarding being a vulnerable prisoner;

"I mean when I came in, they asked me whether I wanted to be on a VP wing, I didn't even know what VP was and I didn't know what they were talking about and I should have been automatically put in there. They didn't explain it I just said 'yes'" (FG1).

"For me, they asked me about being on the rule. I thought 'what's the rule?'. I had no idea." (FG1).

For some the lack of understanding about rules and how things worked led to getting into trouble and unexpected debt in prison;

> *"Its rules as well. First thing you do is have a cigarette. You have a cigarette on the landing, next thing is you're getting a warning. They're telling you off for things you've not been told not to do. They tell you things like it's obvious." (FG2).*

> *"Maybe more about the jargon. When I came in, I had nothing, no money, o juice, reception don't tell you when you get your smokers pack that it's taken out of the money you bring with you. They don't tell you, you have to pay for it." (FG1).*

> *"I borrowed some juice and a bit of burn when I came in and someone got it for me and then that'll be 'double bubble' and I didn't even know what that was, it was double back." (FG1).*

The comments above again suggest that the provision of information (about jargon, rules and borrowing) would help. Lack of access to canteen and money in the early days also impacted on debt;

> *"I mean, it's a nightmare to get canteen because you have no money at all which then again some people could take advantage of, you're getting into debt because vulnerable people are paid, and it snowballs and then you never get out of it. . ." (FG1).*

> *"If you are in prison and you think you have over £200 in your pocket and want baccy, you think it's OK to borrow as you think I have £200 but then canteen is limited." (FG2).*

When information was given, this was viewed as helpful, but it often came from other prisoners which did cause some concern;

> *"The officers sent me in a room with another prisoner and he spent an hour telling me about prison and tobacco, he explained to me before I even went in prison, I already knew what to expect. He told me like if you're gonna borrow, never borrow baccy, you'll never get it back, canteen spends is always limited and things like that. Told me loads of things like private cash and how much on canteen. That was really helpful." (FG2).*

"I'm worried about telling other prisoners. You don't know who to trust. I still say it should come from a staff member." (FG1).

Where it had been given by SPARC staff, it was also viewed as helpful;

"You had SPARC staff explaining the rules when you came in. If that had not been in place, where would you be now, you know? Yeah, you'd have been asking inmates for advice. . . It does help having the rules explained to you before you come in" (FG1).

There was, however, a risk of information overload, irrespective of the source;

"Yeah it's a massive amount of information piled on you and you can't always take it in, your head's all over to be honest." (FG1).

Participants also suggested the use of a (pocket) book of information to aid with the issues highlighted within this theme, and that information should be in different languages;

> *"It would be good if when we come, each prisoner is given like a pocket note book of the rules, not all the rules, just a good summary of the main ones because when you come in, you're just expected to know and its all the language and all that kind of thing. I'm oblivious I'll be honest I just don't know what it's all about so it would be nice to have a pocket-sized book maybe." (FG1).*

> *"General handbook of how to do stuff, like general apps. I didn't know how to do that. Getting in contact with people, how you did your healthcare, your post, general regime; something to read rather than trying to ask guards as they don't know. No one seems to really know stuff. (FG2).*

> *"Plus, you need to do book for different orientations in different languages. Its daunting for them too." (FG1).*

However, increased frustration was expressed at inaccurate written information;

> *"I got the prison brochure and its 100% opposite to what it says – all like the unlock times, it's all wrong." (FG2).*

> *"You read through the book. There's nothing in the book that happens in this jail." (FG2).*

> *"You look in the book what time your cell is going to open and its different . . . You feel lost. There's so much different in this prison and you think this is supposed to take place and it's not. It tells you about courses but they're not on . . . None of them were available. You read the book and think this is supposed to take place and it doesn't. (FG2).*

To summarise, the communication of basic information about the prison is important to prisoners but this is often not received consistently. Accurate and accessible information is required.

5.3.2 Theme 2 – Practical challenges of prison and the impact of SPARC.

5.3.2.1 Subtheme 2.1 –Finances, accommodation and employment

Participants explained that they could deal with punishment but dealing with practicalities while in prison was hard, even when they wished to do things for themselves;

> *"I can quite happily do the time and be punished, I just want to phone my bank, but we're not allowed to, we can only write but I don't have the address for customer services and that's all I need, then I could sort it myself. Obviously, we don't have a phone book in the prison so in the book, it would be good it we could have like an index of some utility companies or high street banks maybe, that would be useful." (FG1).*

> *"If you write to your bank, they don't know I am who I say I am because it's just a letter and they won't do anything because you need to be asked security questions and you can't answer them in a letter. One of the officers said to me well you can use the solicitors to call them up, but they'd charge you 200 notes to do that" . . . "Yeah because the legal aid system you don't get any help with stuff." (FG1).*

"Even if it's a supervised phone call do you know what I mean, so they dial the number and they know it's definitely going through the utility company or whatever, would help a lot for people I think." (FG1).

These comments also suggest that one of the biggest practicalities people struggled to overcome was around finances. However, within the context of navigational challenges in the prison, participants discussed that when they had disclosed worries about finances and housing when they arrived in prison, SPARC had supported them with this;

"When I first came in, I was more worried about my bills and losing my home because I've got a house and all that. I was worried, I was on benefits, not mortgaged or anything so the council could take it off me. I didn't know that I'm in here for 13 weeks, I can get housing benefit. [SPARC staff member] set it up so that now when I go home, I can go home instead of into a hostel." (FG1).

"Housing benefit things was good. I work for myself but top up of housing benefit and I thought that would stop but when SPARC said I could still get it while on remand, that did ease my worries a bit." (FG1).

"If it wasn't for [SPARC staff member] I'd be going to a bail hostel or somewhere I'll be homeless. Now tomorrow, I'm going home to my house." (FG1).

This suggests that early days' support around housing challenges can significantly impact on longer term outcomes regarding housing and homelessness.

Participants also explained that SPARC interventions helped avoid debt issues or put them on hold, including utility bills, mobile phones and bailiffs;

"She put a hold on some of my bills and stopped direct debits going out of my account so that my bank doesn't go overdrawn." (FG1).

"It's helped me a lot because I had debts on the out. I had flat debts because I knew I was losing that and I had all my bills to pay for and [SPARC staff member] helped me phone the electrical companies because they were sending my Mum debt threats when it's got nowt to do with my Mum. . . and I have my court fines to deal with. She obviously put them on hold til I get out coz I couldn't afford to pay 'em in here." (FG1).

Taking these steps often meant that phone contracts could be maintained which would provide vital communication for people once they were released back into the community;

> *"She sent letters asking for contracts to be stopped temporarily. EE suspended my account and as long as I pay the money I owed before I came in, it will carry on without further charges." (FG1).*

> *"[SPARC staff member]'s helping me with my phone . . . they're willing to let me pay once I get out." (FG1).*

Acting to address these challenges formally seemed to have a positive impact on the prison experience;

> *"She's got my bills and my rent arrears sorted for me. When I had a job on the out, she even got my wages from my bosses that they hadn't paid into my bank account sent here for me." (FG1).*

"It's like when I came in, bailiffs sent me a letter saying they were going to come here, I mean what they gonna get here, me telly out me cell? And [SPARC staff member] helped me, she rang them and explained I was here, and they wanted proof so [SPARC staff member] had to send them a letter explaining he's in prison." (FG1).

"[SPARC staff member] she's sorted all my bills . . . put them on hold, sorted so I'm not gonna lose my home. It's made prison easier because I haven't got to worry about outside" (FG1).

As well as finances and housing, employment and self-employment was also supported through SPARC;

"I have finance like a car and also [SPARC staff member] helped me contact my workplace to tell them I was in prison as I was a first line manager and I was expecting to be next morning at work so she helped me to call my work to tell them and she helped me write them a formal letter to tell them I was in custody and they can expect me back on that date. And also, my car finance which is about £200 a month and I need my Mrs to help me take over the finance. I wouldn't be able to do it on my own, not a chance. Now my Mrs can pay the finance £100 instead of £200." (FG2).

"I had contracts in my business and stuff, and no one knew what happened. They came and saw me 3 times and went through my finances stuff and talked to me about my business stuff and manged to get me a proper phone call in the wing office." (FG2).

The comments suggest that these issues could not have been resolved without support from SPARC staff and that the resolution of issues meant more positive outcomes such as manageable payments during custody and keeping a job after release.

SPARC staff were able to support with official letters to creditors and support was important even for those people who had family support outside;

"It's put my mind at rest because she can do things more official than what my partner can. Because we're not married, they won't accept things from her but because [SPARC staff member] has sent forwarding letter from myself and stuff. I mean even just simple things like not having to buy stamps and [SPARC staff] backing up the letters you're sending out with official headed paper, it's a big help and it does put your mind at rest because you're not getting in debt." (FG1).

"My biggest debt was legal aid and the way they pursued and kept pursuing now which is a nightmare, my partner can't really do an awful lot. [SPARC staff member] has been absolutely fantastic with it. It's a massive worry but its taking a lot off my mind knowing someone is there and making steps because sometimes they won't accept letters from you because it needs to be on headed paper which obviously you're not allowed so just the simple fact of [SPARC staff member] sending a letter accompanying your letter has done wonders." (FG1).

This suggests a need for people to receive support on a formal basis, even when they do have family support.

To summarise, finances, housing and employment were significant practical challenges on arrival into custody. However, SPARC provided formal support which was required even when family members were able to help.

5.3.2.2 Subtheme 2.2 Health and wellbeing

Participants explained that maintaining their medication during the transition into custody was particularly stressful and more help was needed;

"I'm on medication for depression and stuff and I made sure I had enough to bring in and all that was all confiscated and it took me

nearly two weeks to get my medication and it's not supposed to stop, then it's another 3 months before it gets back in your system." (FG1).

"Probably more help for those who need medication and have mental health issues to get their medication sorted a lot quicker because with the stress and everything of coming into prison, it plays on your mind a lot." (FG1).

"It would be helpful if SPARC could help you see the GP. I'm epileptic and it took nearly 2 weeks to see the GP and get my meds." (FG1).

However, there were examples of SPARC helping with health and wellbeing needs and the sharing of information was valued;

"I'm addicted to alcohol, they helped about my script to continue." (FG2).

"I got referred to mental health and doctors and stuff as well." (FG2).

> *"Plus, they tell the screws and SOs and that to warn them if you feel upset or anything, that's a good thing. If you're upset or anything then the screws can look after you." (FG2).*

This suggests that there is a need for additional advocacy and support in relation to healthcare in prisons in addition to the formal healthcare support offered by specialist healthcare providers, and that SPARC was able to provide this.

5.3.2.3 Subtheme 2.3 Family and Relationships

Family relationships were a source of worry for prisoners;

> *"Now I've got a partner and I've been with her a year and its gonna put a strain on her whereas before I didn't have her and so it's gonna be hard. I had a partner years ago who left me in prison, and she cheated on me, so I've had a bad experience and I don't know what's gonna happen." (FG1).*

Not having support to maintain family contact had a negative impact on people on their transition into custody, especially where families did not know what had happened;

"See that was one of my partner's biggest issues as well in court, although she was in court with me, she didn't know where I'd been sent to, but it took her a week and half to find out." (FG1).

"I'd got no contact so she's thinking I'm thinking that she's left me. . . it was extremely difficult for her on the outside to find out where I was and get that information." (FG1).

"It was useful to contact my family because my Mum didn't know I was coming to court. I thought I could get away with not telling her. My Mum didn't find out, the prison didn't sort out my phone for 3 weeks after I came in, so it was a lot better to have someone do it. I didn't ask for it because I thought my phone would be sorted but I wish I had." (FG1).

The feedback provided above suggests that time delays in re-establishing contact, and people not receiving the reception phone calls they were entitled to, were a significant factor during the early days in custody and more support was required with this. This was further discussed;

"People don't get what they're supposed to in here, some people haven't had weekly letters for months and that needs sorting out. I know that's nothing to do with SPARC." (FG1).

"I never got my phone calls or anything. Although SPARC staff had said I would get a reception phone call . . . I never got that phone call, hence why my partner never knew where I was. . . for a week and a half I didn't hear anything and neither did she" (FG1).

This suggested that much more could be done to minimise time delays and ensure prisoners received timely support to contact their families.

Participants recognised that prison impacted on families and that they required early days support too;

"For a week she was distraught, I mean I'm the one who's done something wrong, not her, but she's suffering, and my family was suffering because there's no help for them either." (FG1).

"I mean we get really good support in here, but it would be helpful if you could offer that even if just in the interim, just for the first couple of weeks for the families on the outside." (FG1).

"If my family had someone on the inside, they could talk to that knew how I was doing, that would be really helpful. People try and ring, but the prison won't speak to them." (FG2).

This was especially significant when children were involved;

"I've got children on the outside and for someone to just disappear off the face of the Earth, it's not right is it?" (FG2).

However, there were also many examples of SPARC having a positive impact on the maintenance of family contact through the transition into custody and that this was very prompt support;

"They rung my partner and my Mum and that and told them the address here so they could write to me quickly, even without a prison number." (FG1).

"I asked [SPARC staff member] to ring my Mum and my partner to give the address and she did. They knew that day, a few hours after I got remanded." (FG1).

"Yeah like when I got remanded, my phone credit didn't go on for 4 or 5 days afterwards. If they didn't make the phone call for me, no one would have known for 5 days that I was in jail." (FG2).

The comments provided suggest that the support offered by SPARC had a positive impact regarding family ties. This continued to speed up initial contact and support the maintenance of family ties through letters and visits during the early days in custody;

"She told them the address . . . I got a letter like the next day. They wrote one that day and I got it the next day, even though they didn't know my prison number. That was helpful. It got the ball rolling and then sorted my visits because they knew where I was." (FG1).

"She also helped me organise my first visit. It was my first time in prison, and I was quite upset. I didn't understand, I didn't realise, and she helped me a lot." (FG2).

"Help me do my visit form, tell me how to do and when visits to and she agreed to help me fill the form out, she asked when visits are free." (FG2).

Taken together, the information above suggests that while there is still more to be done to improve the timeliness of family contact on arrival in prison, SPARC has gone some way to facilitate this. Participants expressed feelings of being a burden on their families but reported that SPARC also supported families with practical matters outside the prison and this eased those feelings;

"I was worried, not mainly for myself or about the fact I was here but the fact my loved ones were going to be in trouble with my bills." (FG1).

"[SPARC Practitioner] helped me sort my Mum out, helped me get my debts and that lot cleared up." (FG1).

"I was a bit worried because I didn't want my Mum to be put in the position where she had to sort it all. She [Mum] had to sort my flat out. I couldn't avoid that, she had to empty my flat otherwise the council would have emptied it for me but she [SPARC Practitioner] helped me get a couple more weeks put on my flat so my stuff moved. . . she's helped me ease and not worry me and worry my Mum." (FG1).

The comments suggest that support in relation to practicalities is important for families, as well as people in prison, and that supporting family members has a further subsequent positive impact on prisoners. Support to families and contact with families also increased feelings of hope as summarised below;

"At least you have a bit of hope, being able to keep in contact with people because I mean, what you do is helpful not just for me, but my family too." (FG1).

To summarise, maintaining family contact could be problematic during the early days in custody. However, SPARC staff supported both the maintenance of family ties and the resolution of practical challenges which had the capacity to impact negatively on family members, which had a positive impact on all involved.

5.3.2.4 Subtheme 2.4 Impact on release

Participants described release from custody as a difficult transition;

> *"Well I'm worried about when I get out. I'm worried as well, even though I've got family that have stood by me. It's still gonne be a horrible transition to come out. I've got a year and a half to go but it's still in the back of my mind." (FG1).*

> *"There's problems you gotta deal with when you get out, like your accommodation, our jobs and that. You do need that help." (FG2).*

Particular concerns were shared about the resettlement support available at the prison, delivered by Shelter;

> *"I've not heard anything from Shelter housing yet and I've got nowhere to live and its daunting. I know of other inmates having similar issues with the housing side of it. Coming to see you 2 weeks before you get out, you can't arrange anything in that time." (FG1).*

> *"I know someone who's getting out Friday and he only got seen a couple of days ago. They've left it til the last minute, but I don't know if there's any way LAT can help with that side of things as well." (FG1).*

This suggests that more was required to support people in preparation for their release from prison custody and that timescales for existing support were frequently last minute, which added to the stresses and strains of release from prison. Participants shared concerns that without support, they would end up in a more difficult situation on release from prison than entry to prison, but that SPARC had helped mitigate this;

> *"I was worried . . .thinking when I get out, I'm going to be in more trouble than when I came in and I couldn't er settle with that but since I seen [SPARC Practitioner], she's sorted all my bills. sorted so I'm not gonna lose my home." (FG1).*

> *"See, we are convicted felons and life should not be that easy for us because that's justice but if you're gonna have a life afterwards, you know . . . its simple things. You've gotta be able to maintain whatever life you have out there, otherwise, there's no point leaving. The trouble is the punitive sentence doesn't stop once you've left here; it follows you, if you don't get the help you need. Do you know what I mean? Or you're in debt, it spirals when you get out and you end up in a lot worse situation because of debt, losing a home. It can put you in a worse position and you can end up coming back in because of debt." (FG1).*

"Is a big help an it does put your mind at rest that you're not getting in debt and you're not gonna come out you know, worse that you did when you came in. That's the biggest fear I had because like a lot of them have said, you come in and by the time you get out, you're in a worse situation than you were before and with SPARC helping, its put me at ease a little bit." (FG1).

These comments are further indications of a longer-term impact arising from SPARC support during the early days in custody. They suggest that early days support can help people to not end up in a worse situation on release from prison than they were on arrival.

Participants shared positive experience of working with the wider LAT organisation on release from prison;

"It's good on the outside as well. I've worked with LAT a lot. They've helped me a lot on the outside." (FG2).

"LAT are inside, and outside which is good because they help you when you get released as well." (FG2).

To summarise, participants described significant practical challenges in relation to maintaining communication with families, accommodation, employment and finances, brought about by entering prison custody. However, SPARC appeared to go a long way to mitigating these challenges for the benefit of both the person in prison, and their families. More work is required to support people around release, but SPARC goes some way to mitigate the impact of prison so that individual situations are not worsened.

5.3.3 Theme 3: The SPARC Identity

5.3.3.1 Sub-theme 3.1: SPARC as a humanistic, trustworthy and accountable support service.

There were many comments about the humanistic support provided through SPARC;

> *"That's one thing with SPARC staff and the staff in general from LAT, they do help you with your needs, it's very tailored to you which is quite nice because generally everything is just general, you're a person, you're not even a Mr in here, whereas LAT treat you like a human which is a big thing I think." (FG1).*

> *"When I first came into the prison, it was my first time in prison. I was new to the system and stuff, it was nice to see a couple of friendly faces other than the guards . . . to put you at ease and explain a lot of things you weren't sure of." (FG1).*

"Someone there away from the system, other than the guard, someone who wanted to be helpful." (FG1).

The support described above also highlights the importance of support being offered by someone other than prison staff. Although SPARC practitioners wear a polo shirt for safety and identification, they do not wear white shirts with epaulettes, are addressed by their first names and address prisoners be their preferred names.

The genuine nature of the support offered by SPARC was recognised by participants in the following ways;

"While you're in the magistrates' court cells, it's awful, it's terrible and then you see someone form SPARC come along who wants to give you their time and their effort and they want to know what your problems are, and they want to help you properly and its brilliant. I couldn't believe it. It was like a ray of sunshine. I thought I was on my own again." (FG1).

"It's a genuine interest. You feel they're there to help you" (FG1).

"She was completely interested in what my worries were. It was a genuine concern and that was hugely appreciated." (FG1).

Participants noted that this reduced their feelings of isolation, as follows;

"I was lucky to have someone help me. She was making it easier for me to move on with my stuff. When out, there's a lot of challenges on stuff but in here, she's been by my side and it made things easier for me." (FG2).

"As soon as you see someone from LAT, it always puts a smile on my face, you know you've got someone sort of next to you." (FG2).

This helped to relieve the pains and uncertainty of imprisonment;

"You sorta know more what to expect, how you're gonna deal with things." (FG2).

"I think like if I was struggling with personal issues, mentally or anything like that, I'd talk to SPARC because I know they'd go out of their way to help you. seems like they give crap." (FG2).

"I was relieved when I saw them because I was proper stressing about it coz I was still in like outside mode and just tying up loose ends and that. Just relieved. It was good." (FG2).

Participants were grateful for this support and recognised the difference made;

[When describing how he felt after being given good news about his housing benefit] "It was like a ray of sunshine again. It was incredible, it just come out of the blue, it's just good news that you just didn't know existed." (FG1).

"You're giving your problems to them and they are kind and I'm grateful." (FG2).

"Without you lot, I don't think we would have got any of our debts and stuff sorted or whatever things people have got." (FG1).

These comments suggest both practical and emotional differences as a result of SPARC support. Participants also commented that they valued being asked for feedback;

> *"It's good. I mean even just doing this [focus group] shows you've got an interest in what we want and what we need. (FG1).*

This suggests that just the act of asking for feedback raises the positive view of services offered. The accountability of SPARC staff was also valued;

> *"Say they gonna do it, they actually do it, rather than just saying it." (FG1).*

> *"Say they'll let you know, and they come when they say they will." (FG1).*

> *"If they've said they'll give you an answer they'll stick to it." (FG2).*

The accountability described above fostered a sense of trust amongst participants;

> *"I've built up a lot of trust with them [LAT]. You can talk about anything. They're not one of these that's gonna tell you they'll help you, then not stick to their word." (FG2).*

The comments here suggest that trust and accountability are intrinsically linked such that where accountability exists, trust can also be developed. The use of written action plans supported the perception of SPARC as an accountable service, and at times this was in contrast to prison staff;

> *"Give a piece of paper to say what's happening and when they're next gonne see you. Action plans help, got something to refer to." (FG1).*

> *"Nice to know you've all got a copy and its written own, whereas the guards just forget." (FG1).*

> *"When I first met them, I thought it's just prison but no, they've helped me a lot and the paperwork is proof." (FG1).*

In addition, action plans also helped prisoners to be more accountable;

> *"It's more something to look into doing as well when its wrote down, it's like a to do list and it focusses you." (FG2).*

To summarise, the comments from this section are indicative of SPARC as a person-centred service which is accountable and trustworthy. There was a feeling of authenticity and genuineness about the support offered and this was supported by written documentation of support plans.

5.3.3.2 Sub-theme 3.2 Value of immediacy and continuity factors of the SPARC service

Participants valued the immediacy and the continuity of support from court into the prison;

> *"It was just something to help you know, just to help you there and then." (FG1).*

> *"Yeah it was nice because I met [SPARC] staff when I first got sent down and then she has been there all the way through since I got sent down so it's a familiar face. She knows that you're like and you get to know her, and I think the continuity is something good because in here you don't get continuity." (FG1).*

> *"She appeared in the court and she said I'll see you in the prison and I was in my cell and she was there." (FG2).*

It was also discussed that seeing the same person was a good thing for consistency;

> *". . . because otherwise it gets passed on and it gets passed on differently but its best talking to the same person." (FG2).*

Taken together, the comments suggest that the core characteristics of the SPARC model, immediacy after sentencing and continuity into prison, are important for clients. Familiarity was also important in an environment when familiarity was not common;

> *"There's very little familiarity here. You know you see different people all the time and you never speak to the same person twice on a lot of things with prison staff whereas with [SPARC Practitioner] it's always her that comes to see you." (FG1).*

> *"Half the time you worry you don't know who you're going to talk to because of the attitude of some staff. Staff like yourself, LAT, it's been good to see because I said I don't want any changes, I wanted to see her every time and she said that's OK and I felt comfortable. I get sick of telling one person the story and then telling someone else over again and that's why I've been comfortable with one person." (FG1).*

The speed and reliability of support was important;

> *"I don't think there's anything else they could possibly do. They do everything Governors do. They do it in a day whereas the Governors would take 6 months. If it was left down to the workers in the prison, we'd all still be waiting now." (FG2).*

> *"When you put a app in, she's there straight away. There's other people, I've had to wait ages. with [SPARC staff member], she comes straight away." (FG1).*

To summarise, participants highlighted the features and benefits of SPARC as a continuous service from court to prison which provided familiarity in an unfamiliar environment. This was supported by the speed and reliability of the support.

5.3.3.3 Sub-theme 3.3 SPARC identity in court

While some participants were able to differentiate between SPARC and 'guards' in court as above, there was some confusion amongst others;

> *"I can't remember as I blocked it all out as I wasn't expecting to some to prison. I'd never even heard of SPARC." (FG1).*

"I remember a lady coming to see me, but I can't remember who it was." (FG1).

"The guards sorted through all my possessions. I was still in the same room, then there was no separate distinction between the guards and SPARC and them coming in, so from that point of view, it might need something a bit clearer." (FG1).

Not all participants were sure what SPARC was;

"Like when you first come in, you fill in loads of different forms, so I was a bit lost as to who SPARC are." (FG2).

"It took me a few days to work out they were there to help me." (FG2).

Others did not remember SPARC specifically but remembered LAT;

"I wasn't sure it was SPARC, I remember it was Lincolnshire Action Trust." (FG1).

And did remember the uniform but still were not sure about identity;

> *"Well when I saw a young girl, she was in a bright purple top. Yeah, but you still think its part of the institutionalised system, do you know what I mean? So, they are not in guard uniform, but I don't know." (FG1).*

This suggests some confusion in the SPARC identity at court and the function of the SPARC service regarding the support it could offer to people. Although some of this could be unavoidable due to the shock and trauma of court, it is an area for improvement.

5.3.4 Theme 4: Future Directions

5.3.4.1 Sub-theme 4.1: Publicity needs

Linked to the confusion over identity at the commencement of SPARC support, participants identified a need for wider publicity. They felt this should be made available prior to sentencing;

> *"I had no prior knowledge of them before actually being sent down. There should have been posters on the walls in the cells. They do in reception, you need all the info in the cells itself." (FG1).*

"I feel you should have a poster in court in cells in magistrates' and crown to explain everything; explain like if you've got money worries or family don't know you're coming to prison then let us know." (FG1).

"I reckon the court should tell you about SPARC, you know when you go to the cell and they're sorting your stuff out so it helps you out. . . even if you're not gonna get sent down, at least if they know about it, they're not gonne get as worried . . ." (FG2).

They felt the information should also be made available to families prior to and at the point of sentencing;

"Just a point of contact, you know, say you're Lincolnshire Action Trust, when someone gets sent down or whatever, contact us, we can help you, we can find out information or whatever because she even rang the prison and they wouldn't even tell her. Just if someone gets sent down, they can contact you." (FG1).

"If the prisoners are at pre-sentencing stage, it would be nice for you to be able to give families something to say if anything happens, we're here initially for both sides because my family didn't know about it." (FG1).

A video was also suggested;

> *"A video or something. If you go to court, look at a video about it." (FG2).*

> *"They do it in some prisons. It was useful. You watch something for half an hour that tells you more than you learn in induction." (FG2).*

They also felt that LAT Reps would be useful;

> *"Perhaps a prisoner or wing rep is informed of someone new coming in and then they get to see you first, come and see you and say they're representing LAT, and this is what they can do." (FG1).*

In summary, increased publicity of the SPARC service was identified as a need to be addressed. The increased publicity should be available pre-court, as well as during the court process, and should be made available to families, as well as individuals directly involved in the CJS. LAT Reps and a video/animation would support this.

5.3.4.2 Sub-theme 4.2 Wider delivery needs

Participants asked about the availability of SPARC elsewhere;

> *"Is SPARC available in other prisons? . . . I'm at court tomorrow [in Grimsby] and more than likely I'll go to Hull. I'm just thinking is it available elsewhere? (FG1).*

When asked if they thought it would be beneficial in other areas, they said it would;

> *"Yeah because when I leave here tomorrow then all the service, that'll be it for me won't it?" (FG1).*

> *"Because no matter what prison you go to people need support. Everybody going to court or prison is obviously facing the same situation and therefore they should have some sort of help." (FG1).*

> *"I think it should all be linked, should all be the same organisation doing across the country. . . You're not trying to get things sorted with different organisations." (FG2).*

Participants also felt support was needed in reception and that this would also help transfers;

> *"Someone in reception that's not an officer would be nice. Obviously, times and funding and stuff is a restriction, but it would be nice to see someone that's independent of the service and know and tell you like it is what you're entitled to while you're coming in and helping you follow up." (FG1).*

> *"Yeah, I believe it should be [in reception for everyone including transfers] because like other prisons don't run this service, even if you're already in the system, you won't know." (FG2)*

> *"When I'm transferred its going to be a problem. Lincoln has their own rules and people need to know on the way in." (FG1).*

Participants also felt support should continue throughout a stay in prison;

> *"If someone could come round and talk to you every sort of couple of months or something because people get left on their own to deal with it and don't really reach out. People are more likely to reach out if ask a couple of questions and reintroduce themselves." (FG2).*

The comments within this section are indicative of a wider delivery need for the SPARC service with services offered on a national level to all prisons, on a longer-term basis and to people who transfer in to the prison from other prisons, as well as those people arriving from court.

5.4 Discussion

The thematic analysis of the focus groups found 4 key themes and 12 sub-themes. Broadly, these focussed on 3 distinct temporal points – issues identified at the transition to custody; the impact of being in prison and the subsequent positive impact of the SPARC intervention on time in prison; and implications for release and improvements for the future. Each theme will be discussed in turn.

5.4.1 Theme 1 – Turbulent Transitions into custody

Theme 1 was characterised by fear, distress and trauma, influenced by levels of preparation mediated by previous experience of custody and expectation of being given a custodial outcome. These challenges were further exacerbated by a lack of access to consistent information about rules, and unfamiliar language. The challenges meant that some prisoners were at a disadvantage from the early days of custody due to getting into trouble and into debt. Preparedness for prison is also linked to the finding in Chapter 2, where a third of prisoners did not expect to get a custodial outcome.

Previous research has already highlighted that transitions into custody are challenging. Specifically, as discussed in Chapter 1, Jacobson et al. (2015) found that the language in court is often too elaborate for people to understand and the whole experience is challenging for perpetrators as well as victims. Bradley (2009) highlighted the needs of vulnerable people in court and in their transition into custody, and strongly argued the need for better support, particularly for those with learning disabilities and mental health issues moving through the CJS. The current findings support this.

The level of fear is particularly salient at the point of transition into custody. As argued in Chapter 1, Maslow's Hierarchy of Need (1943) proposes that for people to be able to function effectively, they must first have their needs concerning safety and security met. The presence of fear means these needs are at risk of not being met (as people will not feel safe and secure) and therefore life functioning and self-actualisation is impaired. Furthermore, fear is known to frequently manifest as aggression through typical fight, flight or freeze responses which is particularly evident in the confines of a prison (Cattermole, 2019). Fear activates the emotional brain circuitry such as the amygdala and this reduces activity in the frontal cortex, responsible for rational and logical thinking (e.g. Le Doux, 2012). Therefore, if fear is not addressed, people on their transitions into custody will be pre-disposed to not being able to function effectively. They will subsequently be less able to successfully adapt at the very time when they have the greatest need to function effectively in

order to adapt to their new environment and changes in social capital. In addition, it is widely documented that stress and trauma responses can have a lasting impact on people, characterised by a range of intra and inter-personal problems including long-term mental health issues, avoidance behaviours, and intensified negative emotional experiences; as well as physical effects (Folette, Palm & Pearson, 2006). The long-term trauma responses are the result of a lowered tolerance to stressful situations (Covington, 2016). The finding of trauma experiences amongst people entering prison custody is indicative of a trauma-informed approach being required. The approach would support people not just with the immediate trauma of transitioning through the CJS regarding the trauma of arrest and being sent to prison, but also with the levels of previous trauma prevalent within criminal justice populations. Trauma- informed care and interventions are increasing in popularity in prisons and recognition of their effectiveness is growing (Jervis, 2019). A trauma-informed approach is one that is characterised by safety, trustworthiness, choice, collaboration and empowerment alongside a 'what happened to you?' rather than 'what is wrong with you?' stance (Covington, 2016). A recent trauma-informed approach is the Power Threat Meaning (PTM) Framework which is a framework that supports people to create more hopeful narratives about their lives (British Psychological Society, 2018).

A trauma-informed approach therefore fits within the general SPARC approach and SPARC operates on a PTM framework at a basic level by creating a more hopeful narrative during the transition into custody.

Levels of preparedness also has a link to previous research which has signified the importance of psychological preparedness. Psychological preparedness is a state of awareness, anticipation and readiness; the capacity to manage one's psychological response in an emergency situation (Malkina-Pykh & Pykh, 2013). It refers to the personal processes and capacity for concern, arousal, feeling, decision-making and management of feelings and actions (Reser & Morrissey, 2009). It is correlated with resilience, mobility, time perspective, selfless action and self-efficacy (Gupta, Singh & Malik, 2016). Psychological preparedness is not about removing feelings of anxiety or stress, rather it is about being able to manage these effectively. Therefore, a lack of psychological preparedness in the 'emergency situation' or life event of being sent to prison is more likely to result in maladaptive responses. An inability to manage anxiety, fear and other stress-related feelings has been implicated in cognitive disruption, poor decision making and judgement (Malkina-Pykh & Pykh, 2013) and lower physical preparedness (Reser & Morrissey, 2009). A lack of preparedness for custody is, therefore likely to leave people already vulnerable as a result of their deprivation of liberty, at further risk of harm and maladaptive responses.

The issues highlighted around inconsistently available information have further implications for levels of adaptation and resilience. The provision of suitable information has been implicated in increased levels of resilience (Cohen, Goldberg, Lahad & Aharanson-Daniel, 2017) therefore, it is likely that the opposite of this is also

true. The lack of information highlighted by this research at the point of transition into custody is likely to further diminish levels of resilience.

Taken together, embedding the current findings from theme 1 in previous research is indicative of a very complex but negative picture of fear with the potential to lead to maladaptive responses in the context of a series of conditions which reduce resilience. This suggests a high level of need at the point of transition into prison custody and is therefore further evidence of the need for support during this transition. The support offered should be trauma-informed, should support the preparation of going to prison and provide information.

5.4.2 Theme 2 – Practical challenges of prison and the impact of SPARC

Theme two was characterised by the negative impact of prison on housing, finances employment, health and relationships, and the mediatory effect that SPARC intervention could have on these, with longer term positive consequences post-release.

Previous research has found that housing, finances, employment and relationships are key factors in reducing reoffending. More specifically, in 2002, the MoJ adopted 7 pathways to reducing reoffending: accommodation; children and families; drugs and alcohol; education, training and employment; finance and debt; health; and attitudes,

thinking and behaviour (Social Exclusion Unit, SEU, 2002). The pathways are still utilised as a framework for supporting people in the CJS through prison and probation services. The underlying premise is that supporting people to improve within these areas is more likely to provide them with the right conditions to successfully resettle and reintegrate into the community. For example, being in employment reduces the risk of reoffending by between a third and a half, while stable accommodation reduces the risk by a fifth (SEU, 2002). Furthermore, people in prison are thirteen times more likely than the general population to be unemployed, and two and a half times more likely to have a family member who also had a conviction for a criminal offence (SEU, 2002). The SEU (2002) also found that a third of people lose their home while in custody, two thirds lose their job, over a fifth experience increased financial problems and over two-fifths lost contact with family. Therefore, prison has the propensity to worsen the very factors that reduce reoffending. However, based on the current research, SPARC interventions can prevent these factors from worsening. Although, an assessment of the reoffending rates following SPARC support is outside the scope of this research, these findings in the context of existing literature are indicative of the capacity of SPARC to have a positive impact on reducing reoffending. This was further supported by the specific comments made by participants about SPARC supporting them to avoid ending up in a worse situation than when they entered custody.

Within the second theme, families were one of the largest sub-themes. In addition to the findings described above, Lord Farmer's landmark review (2017) on the importance

of maintaining and strengthening prisoner's family ties in order to prevent reoffending and reduce intergenerational crime further highlights the importance of this element of the SPARC intervention (Farmer, 2017). In his report, Lord Farmer argued that family ties must be the 'golden thread' throughout all aspects of rehabilitation (p4). He argues that since most family members are profoundly motivated to support people in prison to acknowledge and change their behaviour, and build a better life for themselves, families provide an army of support to prison staff in the quest for rehabilitation. He also acknowledged that this support had not yet been strategically and systematically implemented across the prison estate. The current findings evidence that SPARC is an effective way to encourage this golden thread from the beginning of the prison journey.

Within the third theme, participants highlighted the positive impact of SPARC on release. However, they also expressed concerns about support from the prison's resettlement service. This research was conducted against a backdrop of widespread changes to resettlement services across the prison estate through the Government's Transforming Rehabilitation Agenda, implemented in 2015. At HMP Lincoln, this resulted in a reduction of 12 resettlement staff to just 6. This research indicates that these changes, designed to improve resettlement services, were not effective and may even have caused a deterioration in support offered. Since then, it has been widely publicised that 'Through the Gate' (resettlement) services have not been effective (e.g. Webster, 2018a, 2019).

5.4.3 Theme 3 – The SPARC identity

Theme 3 largely represented SPARC as a humanistic model whereby prisoners were listened to and treated with kindness and fairness, and that this treatment led to increased feelings of trust. These are the basic cornerstones of a prison rehabilitative culture (Mann, Howard & Tew, 2018). Participants also valued the continuity, immediacy and accountability of the service. As described in Chapter 1, Procedural Justice, characterised by transparency and fairness has been implicated in improved behaviour and functioning in custody (Tyler, 2007). Trust has been described as a cornerstone for strong relationships in every aspect of life, and it has been highlighted that without trust, even the most well thought out engagement processes will fail (Covey & Merrill, 2006). The current research therefore suggests that SPARC has a significant role in improving Procedural Justice leading to increased perceptions of trust. This could subsequently indicate SPARC in improved behaviour in custody and improved engagement in sentence plans.

5.4.4 Theme 4 - Future directions

Theme 4 provided data to inform the future directions for SPARC. Most notably, participants argued for the need for wider SPARC delivery with respect to delivery nationally and in prison receptions, and the need for support to be well publicised. This serves to highlight the value placed on SPARC by clients with lived experience. The success at implementing their suggestions will be discussed in the next section.

5.4.5 Implications and future research

The current research highlighted the need for SPARC and provided information about the functionality of SPARC regarding the perception of the service and its impact on the pathways to reducing reoffending. It provided evidence from clients that SPARC has a positive impact on a number of these pathways and detailed the positive view of the SPARC service. The positive elements highlighted have continued to be delivered within the SPARC framework. While there were no specific criticisms about the service, the discussion did highlight several areas for development. Since the research was conducted, the following developments have been undertaken as a direct result of the findings from the focus groups:

1) Improved publicity about the service within the courts has been implemented. This has included better signage in the public court areas (accessible by families) with clear instructions about how to make contact with the service, as well as in the court custody suites.
2) The improved publicity has included a package of information provided to the regular solicitors representing people in court about the service and about the importance of providing their clients with the right information to prepare them for prison. It includes information about the importance of preparing people for prison and the potential consequences of not doing so, as well as practical information such as what is and is not allowed to be taken inside, and what they need to take into the prison to make things like accessing medication and contacting families easier during the early days in custody.

3) An information leaflet has been designed and is provided to each client during their Keep Safe Interview about common rules, such as what to wear on the prison landings and the importance of returning to cells when the end of association bell is rung; and some common jargon such as the meaning of words 'assoc', 'padmate' and 'double bubble'. A group of previous SPARC clients assisted in developing this.
4) An information sheet about ways to keep in contact with family has also been designed, with help from previous SPARC clients. The information can be posted to family members by men in prison or e-mailed to family members by SPARC staff.
5) The prison induction book has been discontinued. Instead, each department in the prison has provided their own leaflet to go into induction packs provided during Keep Safe Interviews. Each department is responsible for keeping their leaflet updated. The leaflets provided include information about education, the library, healthcare and safer custody.
6) Information about the prison regime is detailed and kept up to date on a notice board in the SPARC office in prison reception. This is for prisoners and staff to refer to.
7) As a result of multiple issues around inconsistencies in reception telephone calls being granted, medications not being provided in a timely manner, and cells not being in good condition, a new day two follow up assessment was implemented by SPARC Practitioners. This includes a check that each person

has had what they are entitled to. Initially, this uncovered major issues with many prisoners not receiving their reception phone calls. This was reported back to the prison and a new system of recording and accountability was implemented. Clients now always report on their day 2 assessment that they were offered their phone call. The assessments also initially uncovered widespread issues with cells such as lack of privacy curtains around the toilets and a lack of cleanliness. Again, these were reported back to the prison and a programme of improvement was implemented to address the issues. Delays in medication were reported back to healthcare and the situation seems much improved. The new day two assessments also uncovered an additional issue around clients not having received spare clothing. This meant some men on arrival going an entire weekend without having clean underwear. Again, this evidence was presented back to the prison, systematic changes were implemented, and this is no longer an issue.

8) Telephone calls to family members made by SPARC Practitioners are now routinely offered, not just on the day of arrival but also during the follow up assessment. This means that if any client declines a phone call by a Practitioner to their family on their reception day, they have at least one additional opportunity to request this, should they change their mind, or any concerns arise.
9) Since this research, LAT has further developed the children and families services at HMP Lincoln and there is now a dedicated team there to support

this. The Family Practitioners and the SPARC Practitioners liaise closely to ensure family support work is handed over in order to facilitate family support throughout a person's stay in custody.

10) While it has not been possible to have a direct influence on core resettlement services (due to nationally commissioned contracts on a 10-year period), LAT has taken some steps to mitigate the concerns surrounding release from prison. Specifically, LAT in partnership with HMP Lincoln, launched the first 'Departure Lounge' offering support to men and their families immediately after release from prison. More recently, LAT have launched a 'Healthy Foundation' service, offering pre- and post-release navigational support. The aim of this is to ensure appropriate support is offered pre-release and that support offered inside the prison translates into the community.

11) A funding application was submitted to try to access monies to produce a video clip to provide information to people prior to custody. Unfortunately, the funding was not successful but there are continued efforts to try to access this and LAT staff have attended training to be able to produce their own animations. In addition, an impact video of SPARC has been produced. This is suitable for demonstrating the impact of SPARC to professionals.

12) LAT launched a Peer Support scheme with an emphasis on Peer Supporters being linked with people who had recently entered custody for their first time for the purposes of offering advice and support to help them settle into the prison.

13) In May 2018, SPARC was re-launched as SPARC+. The new model had all the elements of the previous model but with the added feature of a Practitioner being placed in the prison reception to offer support to those entering from courts outside of Lincoln and to people transferring from other prisons.
14) An ongoing programme of feedback and evaluation has now been systematically implemented into SPARC. This includes the recording and reporting of outputs (such as numbers of people seen, numbers and types of referrals made, number of family interventions), feedback cards sent to all clients, and personal stories, many of which have been written by the clients themselves.
15) LAT has adopted a whole organisation trauma informed approach. This was triggered by the evidence highlighted through this research of trauma experiences of people entering prison custody but is now being rolled out across all LAT services. It was thought that SPARC staff were tending to sub-consciously take a trauma-informed approach, but this is now embedded systematically through staff training and observation.

The improvements highlighted above demonstrate significant systems change brought about within SPARC and the wider prison context. However, the participants also provided arguments that indicated that the SPARC service should be made available on a national level. This has not yet been possible. While there have been enquiries about SPARC from the Yorkshire safer custody regional group, from the psychology

team overseeing HMP Bristol and HMP Leyhill, and from Manchester University, funding is always a constraint. This is despite SPARC and its supporting evidence being recognised as ongoing good practice by the Independent Monitoring Board (2018, 2019), Court Lay Observers and HMIP (2017). One cause of this is the widely publicised large-scale cuts to prison budgets (e.g. Prison Reform Trust, 2018). However, it is argued that given the levels of need and the impact demonstrated through the current research, SPARC is likely to save money. It is therefore pertinent that future research seeks to demonstrate a cost-benefit analysis of the SPARC service.

Additional future research is required to investigate the impact brought about by the changes described here. It would also be important to investigate the specific impact of SPARC on those people who transfer in from out of area and the impact of SPARC on families.

5.4.6 Limitations

While this research has highlighted many positive aspects and has influenced systematic changes, it is not without limitations. Many of these limitations are those inherent in the use of focus groups such as lack of generalisability, and the potential for respondent bias, despite the precautions taken to try to reduce this. Focus groups have been argued to tend to produce socially desirable responses (Smithson, 2000) and socially desirable responses about SPARC and/or the prison cannot be ruled out

here. In addition, only 2 groups were conducted, and it is not clear whether additional groups would have yielded further themes to contribute to the research.

5.4.7 Conclusion

This chapter aimed to investigate the functionality of the SPARC service, given previous evidence that suggested SPARC was helpful and had a positive impact on wellbeing. Qualitative methods showed themes relating to fear and trauma on entry into custody; a negative impact of prison on finances, accommodation, employment and relationships, with a mediating effect delivered by SPARC interventions; a positive identity for the service, characterised by continuity, immediacy, accountability and trust; and suggestions for future development. The research findings have led to widespread positive systems change and it is argued that SPARC should be implemented more widely.

Chapter 6: Overall Research Discussion

6.1 Introduction

The context for this PhD, as described in Chapter 1, was one where prisons were viewed as institutions providing opportunities to exact changes in the life course of large numbers of people (Bierie & Mann, 2017). However, the context was also described as one where people moving through the CJS often have high levels of imported vulnerability (Liebling, 1999) and experience turbulent periods of significant practical and emotional challenges as a result of being detained (Jacobson, Edgar & Loucks, 2008). Furthermore, this was characterised by prison populations amongst which there has been evidence of increasing violence, suicide and self-harm, compounded by increasing numbers of people in prison, and decreasing staffing resources (Lilly, 2017). As a result, it was argued that better support was required to support people transitioning through the CJS (Bradley, 2009).

In response to the challenges outlined above, an innovative model of support was proposed. The Supporting People After Remand or Conviction (SPARC) service aimed to mitigate the challenges experienced on the journey through the CJS by supporting people to have their immediate needs assessed and addressed. The model was embedded within the theoretical background of Maslow's Hierarchy of Need (1943) and the Good Lives Model (Ward & Stewart, 2003) but also takes elements of its

delivery from Procedural Justice Theory (Tyler, 2007), Hope Theory (Snyder, 1995), Crisis Intervention Theory (Rogers, 2005) and theories of transition into institution (Schlossberg,1981). SPARC was described as a service which aimed to alter people's experiences of the transition into custody using a series of Behavioural Nudges (Thaler & Sunstein, 2008) unique to the needs of each individual situation. SPARC works to improve wellbeing by reducing the challenges of the transition into prison custody while increasing the resources available to each individual (Dodge et al., 2012).

The aim of this PhD was, therefore, to investigate the needs of people detained in court cells and to explore the use of the SPARC model to help overcome some of the challenges at the specific point of transition into prison custody. At the outset, the following research questions were identified:

1) What are the physical and psychological needs of people detained in court?
2) What are the needs of specific vulnerable groups of people in detained in court?
3) What is the impact of SPARC on people detained in prison?

This chapter will provide an overview of the findings in relation to these research questions, discuss the strengths and limitations of the work, and highlight implications for theory, research, policy and practice. The chapter will also discuss the dissemination and impact of the work to date.

6.2 Overview of Findings

6.2.1 Study 1 an initial exploration of court data (Chapter 2)

The first study of this PhD, detailed in Chapter 2, was an initial exploration of the court data gathered through Keep Safe Interviews. In line with previous research on prison populations (e.g. Fazel and Danesh, 2002), high levels of need regarding factors such as physical health, mental health, substance use, suicide and self-harm concerns, language needs and learning needs were found. This supports the recommendations previously made which argued for better support to people with health and learning needs to be supported through their criminal justice journey (Bradley, 2009) and that early days in custody are a critical period for people (HMIP, 2015). It also supports previous findings that many people in prison have vulnerabilities that were already present when they were in the community, prior to custody (Liebling, 1999).

The exploration was further developed through comparison of participants interviewed in the magistrates' court and the crown court with a hypothesis that there would be differences between the two courts. This was supported, with several differences identified. Differences were highlighted between the number of participants on remand, number of people having previously experienced custody, numbers of people expecting custody, number of people charged with acquisitive offences, number of people raising immediate concerns, number of people with substance use issues (all higher at magistrates' court); and numbers of people with

language needs, number of people with learning needs, number of people registered with GPs (all lower at magistrates court). These findings suggested that SPARC provided an effective method of assessing and evaluating need at the specific point of transition into custody, and that there was a need for SPARC across both magistrates and crown courts, although the profile of people seen across courts varied.

6.2.2 Study 2 – special populations within the court data (Chapter 3)

The initial exploration of the above data evidencing differences between court samples, and a subsequent a review of the literature relating to sub-groups within prison populations led to a more in-depth examination of the court data. This was to establish if the variation in characteristics and need highlighted in previous research about sub-groups in prisons existed at the specific point of transition into custody. Based on existing literature, the following groups were investigated:

- women
- remand prisoners
- older prisoners
- young adult prisoners
- prisoners with learning needs
- prisoners with language needs
- prisoners experiencing mental health issues
- prisoners reporting substance use issues

- recidivist populations

It was hypothesised that the above groups would have higher levels of need than their comparators (e.g. women versus men). The results were mixed. Some needs were higher amongst the specified groups, others were lower, and some showed no significant differences. The findings offered a combination of evidence to support existing literature on prison populations. along with some new findings, as detailed in Chapter 3. Overall however, it was highlighted that these special populations within prisons have different needs and that these needs must be considered in criminal justice strategy and practice. The recognition and practice around special populations has progressed for females in the CJS (MoJ, 2018g, HM Inspectorate of Probation, 2019), and has been argued as necessary for young adult prisoners (HCJC, 2018) and older prisoners (HCJC, 2013b). However, the MoJ is yet to develop systematic approaches for meeting the needs of any groups other than females. The research evidence from this study further highlights a need for this to happen.

6.2.3 Study 3 – Impact of SPARC (Chapter 4)

Study 3, outlined in Chapter 4, started to investigate the impact of SPARC. It was hypothesised that there would be no association between residential wing, age and previous prison experience and the perceived helpfulness of SPARC because SPARC is a needs-led service. This was supported. Encouragingly, the findings showed that SPARC was perceived to be helpful irrespective of prison location, age or previous prison experience, suggesting that SPARC should not be targeted to specific groups, and should be available to everyone entering custody.

It was also hypothesised that SPARC clients would have more positive outcomes across a variety of behavioural, contextual and wellbeing factors. This was supported in some factors. Specifically, SPARC clients were more likely to engage in the Listeners' Peer Support scheme, more likely to maintain contact with pre-custody services, and more likely to have improved wellbeing. They showed increased general wellbeing, better life functioning, and lower problems. Whilst wellbeing alone is not implicated as a significant factor in reducing recidivism, this does support the underlying premise of SPARC, based on Maslow's Hierarchy of Needs. Supporting people to have their basic needs met through a series of Behavioural Nudges, aiming to treat people with decency and transparency, and increasing their resources and decreasing their challenges, has a positive impact on their wellbeing and ability to engage in support.

Given the evidence provided in the pathways to reducing reoffending (Social Exclusion Unit, 2002), the findings from this study have subsequent implications for engagement in sentence plans and therefore reduced reoffending. However, they are somewhat contradictory to the risk, needs and responsivity (RNR; Andrews and Bonta, 2007) literature which argues that interventions should be prioritised for those individuals who are highest risk, that factors such as self-esteem are not important in reducing reoffending, and that non directive client centred interventions are not effective (Latessa & Lowenkamp, 2006). It is however in line with the Good Lives Model (Ward & Stewart, 2003) as outlined in Chapter 2. The research findings also fit with the assumptions of NHS Liaison and Diversion Services that health and criminality are frequently linked (NHS England, 2018).

6.2.4 Study 4 – the functionality of SPARC (Chapter 5)

Focus group research, as outlined in Chapter 5 found four overarching themes, each with sub-themes, as follows:

1) Turbulent transitions: Uncertainty, fears, distress, trauma; levels of preparation; lack of information and unfamiliar language
2) Practical support: accommodation, health, finances, families, access to services, impact on release
3) SPARC identity: humanistic, trustworthy and accountable service; value of immediacy and continuity; SPARC identity in court
4) Future directions: Publicity needs; wider delivery needs

The first theme, turbulent transitions is in line with existing evidence that entry into custody is problematic for many (e.g. Jacobson et al. 2015, PPO, 2016a) and is further evidence of the need to offer support at this time, as previously outlined (PPO, 2016a; HMIP, 2015). It is also indicative of the need to utilise crisis intervention theory (Roberts,2005) for some people at the point of transition into custody. The findings in relation to this theme are also in line with the fundamental principles of Deprivation Theory (Maxwell, Day and Casey, 2013) and Strain Theory (Agrew, 1992) which suggest that prison environments can adversely affect the social and emotional wellbeing and treatment outcomes for the people detained within them. The second theme provided evidence for importance of supporting people from the beginning of their stay in custody and the implications of this for future resettlement, again in line with specific reference to the reducing reoffending pathways (Social Exclusion Unit, 2002) and The Good Lives Model (Ward & Stewart, 2003). Finally, the third theme found support for the functionality of SPARC in line with Procedural Justice Theory (Tyler, 2007), the need to support people in a humanistic, needs-led manner, and the distinction of support provided by someone perceived as being separate to 'the system'.

6.3 Implications

6.3.1 Implications for policy and practice

Taken together, the findings of this PhD research, across the 4 studies, provide evidence for the need for and an initial indication of effectiveness of SPARC, as a model to both assess and address needs at an individual level during the transition into prison custody. The findings suggest that SPARC is suitable for evaluating the needs of the prison population as a whole, at the specific point of entry into custody, as well as specific sub-groups with diverse needs. However, some improvements to the data gathered ,as highlighted in chapter 2 and 3 would enhance this offer. The findings evidence the need to support people from the outset of their journey through prison custody and the benefits of doing so with regard to practical, emotional and wellbeing needs, as well as short and long-term outcomes. The support offered through SPARC is not to do the work of other existing departments, it is to support a person to navigate the complex prison landscape during their early days in custody. The findings suggest the benefit of a model which offers support from someone 'away from the system' and that supporting the transition into custody is beneficial to most people, irrespective of individual characteristics. The research suggests the need to support people holistically, rather than just focussing on mental health needs, for example, and it evidenced the need to, and benefits of, following people through the gate to support them in the prison, rather than just pre-custody. This contrasts with NHS Liaison and Diversion Services which only support individuals prior to entry to prison from police cells up until their departure from court (NHS England, 2018).

Evidence was also found of the need to support people during transitions between prisons, as well as from community, via court into prison, and the need for the MoJ to develop specific strategies of support for sub-groups (other than just women) within the CJS.

SPARC, to date, has solely been delivered by a third sector organisation (TSO) in partnership with HMPPS. Therefore, the findings are also indicative of the successful contribution that providers from the voluntary sector can have in the quest for innovative models to improve outcomes for people in prison. The research also indicates the effectiveness of SPARC delivery when undertaken by a TSO. TSOs are required to establish themselves as competent and legitimate partners in the provision of criminal justice by providing flexibility, innovation, adaptability and value for money (Corcoran, 2008) and it is argued that this research has started to support LAT to achieve this in respect of the delivery of SPARC. The delivery of support to people in the CJS by TSOs is also conducive to Bradley's (2009) landmark recommendations.

The research suggests that SPARC could be a suitable model of support, delivered via court and prison, that could be rolled as a business as usual model, systematically commissioned by the MoJ, certainly in courts and in local prisons which have transient populations and receive people on an almost daily basis from the courts, as well as on transfer from other establishments. Further investment is required to facilitate this, alongside ongoing evaluation to build on the evaluation from this PhD.

The model is ideal for delivery by third sector partners, as outlined above. The dynamic purchasing system recently adopted by the MoJ provides an opportunity to do this. The system allows pre-qualified suppliers to bid for contracts which are specified at a local level by prison Governors (MoJ, 2019b). Future commissioning of models should account for the modifications to the original SPARC model, as outlined in Chapter 5 which includes a reception, as well as a court, and first night centre provision.

The roll out of a model to support people in their transitions into custody would reduce the pressure on prisons to find innovative ways to reduce violence, self-harm, suicide and reoffending. SPARC is also consistent with the HMPPS and Public Health vision of 'making every contact count' (MECC; Health Education England, 2019). MECC is an approach to behaviour change which empowers staff to recognise the power of, and utilise, day to day interactions to facilitate better decisions and healthier lifestyles amongst client groups (Public Health Wales, 2019). SPARC is also conducive to the roll out of rehabilitation culture practises across the prison estate which is underpinned by principles of safety, decency and fairness. Rehabilitation culture is characterised by staff having hope; encouraging purposeful activity; using strengths-based reward approaches rather than punishment; coaching people in their care to make good decisions; speaking courteously to one another; providing opportunities in everyday life; and modelling pro-social values and behaviour (Mann, Howard & Tew, 2018). Similarly, a very recent report has further highlighted the

importance of supporting people entering prison to have their basic needs in relation to feeling safe, maintaining connections, building healthy relationships with staff and creating hope for the future (Wainright, Harriott & Saajedi, 2019). All of these principles are embedded within SPARC Practice.

Furthermore, the systematic implementation of SPARC more widely across the prison estate is in line with the increasing recognition that prisons require a health-promotion approach. The health-promoting prison approach proposes that prisons offer a unique opportunity to invest in the health of disadvantaged and marginalised populations, address health inequalities and social exclusion, and therefore, achieve sustainable improvements for people in prison and their families, with a subsequent positive impact on reoffending (Baybutt & Chemlal, 2015). A health-promoting prison is one which, alongside core healthcare, provides synergistic health education and prevention through a whole prison regime and environment approach (Dooris, 2009). The regime and environment should not only reduce negative outcomes, but should move from a pathogenic approach to a salutogenic approach, promoting positive outcomes and wellbeing (Antonovsky, 1979). A salutogenic approach focuses on factors that support health and wellbeing rather than factors that cause disease (pathogenic approach). The approach should be underpinned by supportive policies, systems and structures and a joined-up approach across the whole justice system, including resettlement (Baybutt & Chemlal, 2015). It is an approach which sees health care as everybody's business, not just the responsibility of healthcare providers (HMIP,

1997). However, Smith (2000), has argued that prisons may not, in reality, be able to be truly health-promoting.

Health-promoting settings are required to be empowering, encouraging of autonomy, and supportive of participation, partnerships, egalitarianism, relationships and informed choice, while prisons are notoriously hierarchical, disempowering and security focussed (Whitehead, 2006). Furthermore, recent findings from an analysis of HMIP reports suggest that the health-promoting prisons approach is inconsistent and poorly understood (Woodall & Freeman, 2019). Given its focus on the health and wellbeing of prisoners, and its wider impact on resettlement needs, it is argued that SPARC provides a mechanism to set the context of a health-promoting prison approach. SPARC provides a conduit to promote health opportunities in prison, to link prisoners in with all prison departments, and is delivered in line with the underlying principles of a health-promoting prisons approach, such as partnerships, empowerment and participation.

Similarly, the wider roll out of SPARC, given its demonstrated support to prisoners regarding their families, supports the increasing recognition that families are a pivotal agent in the rehabilitation of people in custody (Farmer 2017). SPARC provides information and support to family members, as well as to the person in prison. This is important given the fact that many family members struggle but do not ask for help, feel that they are also serving a sentence, and are described as “drowning but not

waving" (Loucks, 2019, p1) and the suggestions that if the families of prisoners are treated poorly, people in prison are more likely to behave badly (Farmer, 2017). There is also increased recognition that systematic information is not gathered in courts about dependent children (Loucks, 2019). The SPARC service provides a means to rectify this.

The SPARC model is also in line with the Nelson Mandela Rules for the treatment of prisoners (United Nations, 2016). There are 122 rules which include the following rights for prisoners and responsibilities of prisons:

1) a prison duty to respect prisoners' inherent dignity as human beings
2) prisoners' right to have terminology and information explained
3) a prison duty to protect against crime through supporting people with reintegration
4) a prison duty to not exacerbate the suffering inherent from a deprivation of liberty
5) prisoners' right to maintain connections with society
6) the provision of access to medical and health services
7) the recognition of and support for vulnerable groups with the prison population.

Collectively, the findings from this research demonstrate that SPARC supports and promotes the delivery of prison services in line with Nelson Mandela rules from the very first contact between the prisoner and the prison. For example, the current

research has demonstrated that SPARC supports people to maintain contact with external agencies (conducive to a prisoner's right to maintain connections with society). The research also demonstrated a need for and the capacity of the SPARC service to explain terminology and information.

The roll out of SPARC on a wider basis could not necessarily be undertaken solely by a single provider. A single organisation may be able to deliver the model on a regional basis, for example, but may not have the infrastructure to deliver the model on a national basis. Therefore, to ensure consistency and quality assurance, a toolkit and training package is required. Toolkits are collections of resources about a particular topic typically used to inform policy and good practice (American Library Association, 2019). The toolkit would need to include prototypes of the resources used which include Keep Safe Interview forms, work in progress file notes, information about maintaining family ties, information about rules and regime, information about support available, day two follow up assessments, and family contact consent forms, all of which could then be adapted to meet the needs of each prison at a local level. Training would need to include knowledge of the CJS; vulnerabilities within the CJS; underlying theory; motivational interviewing skills; co-production and evaluation; Keep Safe Interview content; prison related information about services and support available; how to develop referral pathways and which pathways are required; basic mental health awareness; safeguarding children and vulnerable adults; the recording and reporting of information in line with prison safety and security procedures; and

the measurement of outcomes and impact. A version of this training has already been trialled with social work students on placement to work on the SPARC service, and is ready to be formalised.

To summarise the practical implications outlined above, SPARC could be rolled out as a wider model across the wider courts and prison system. It is has started to be shown to be effective in assessing and addressing the immediate needs of people entering prison custody. The SPARC model is in line with more recent rehabilitation culture and health-promoting prisons approaches, as well as the recognition that families need to be the 'Golden Thread' throughout rehabilitation, and the need for Nelson Mandela Rules to be adhered to. Effective delivery can be undertaken by the voluntary sector. A training toolkit is required to support this.

6.3.2 Theoretical Implications

The research provides support for the embedding of SPARC within the theoretical context of Maslow's Hierarchy of Need, adapted to prisons (MOJ, 2014) and The Good Lives Model (Ward & Stewart, 2003) in order to overcome the deprivation of prison (Sykes, 1958) and the strains resulting from it (Agnew, 1992), by increasing resources and reducing challenges (Dodge et al., 2012) through a series of Behavioural Nudges (Thaler & Sunstein,2008). It also utilises elements of the principles of Procedural Justice (Tyler, 2007), Hope Theory (Snyder, 1995), the use of Crisis Intervention

(Rogers, 2005), and supportive transitions (Schlossberg, 1981) in its delivery. However, there is no single theory currently in existence which to encapsulate all of these principles and apply them to the needs of people transitioning into prison custody.

As described in Chapter 1, there are singular theories of transition into other institutions, but these have largely been applied to educational transitions (e.g. Schlossberg, 1981). It therefore seems there is a gap in the theoretical landscape in which to develop a theory of transitional needs and support applicable to criminal justice and (although not the focus here) health settings. The research conducted in this PhD provides the information and evidence to start to develop a "Transitional Needs Theory". The theory can be divided into three core stages: needs, support and outcomes (direct and indirect). It is identified through existing research that the following needs exist and need to be assessed at the point of transition (as assessed through SPARC): health and wellbeing needs, communication and information needs, social capital needs, safety and security needs, practical needs, and emotional needs. The systemic support that addresses these needs is (as delivered through SPARC): provision of information; emotional support and reassurance; practical referrals to health, social care and substance use providers; problem-solving to overcome practical issues such as finances and housing; liaison with families and significant others to maintain or develop social capital; provision of additional support/measures to overcome communication needs; information sharing with other prison departments

in the interests of safety and security; and trauma-informed approach. The anticipated direct outcomes as a result of these are: prisoners are supported in their transition into prison custody; prisoners are provided with the required information to assist them to settle into prison life; prisoners and their families are provided with information to support them in the maintenance of family ties; prisoners have faster access to prison services and are better able to engage with these services; prisoners have increased feelings of wellbeing, hope and procedural justice; prisoners have reduced feelings of isolation, anxiety, stress and despair; prisoners perceive reduced challenges and improved resources; and services within the prison have faster access to information about new prisoners entering the establishment. The hypothesised subsequent longer-term indirect outcomes as a result of this are: prisoners are better able to engage in services and their sentence plans during their time in custody, levels of violence and self-harm/suicide decrease; prisoners are more likely to be able to address their behaviour and successfully resettle into the community; and reoffending is reduced. The theory is shown in Table 6.1 below.

Table 6.1 Transitional needs theory - prison custody

NEEDS	Health and wellbeing needs Communication and information needs Social capital needs Safety and security needs (for self and family) Practical needs Emotional needs including hope for the future
SUPPORT	Provision of information Emotional support and reassurance Practical referrals to health, social care and substance use providers Problem solving to overcome practical issues such as finances, housing and pet welfare issues Liaison with families and significant others to maintain or develop social capital and meet their safety/security needs Provision of additional support/measures to overcome communication needs Information sharing with other prison departments in the interests of safety and security Trauma informed approach
IMMEDIATE DIRECT OUTCOMES	Prisoners are supported in their transition into prison custody Prisoners are provided with the required information to assist them to settle into prison life Prisoners and their families are provided with information to support them in the maintenance of family ties Prisoners have faster access to prison services and are better able to engage with these services Prisoners have increased feelings of wellbeing, hope and procedural justice Prisoners have reduced feelings of isolation, anxiety, stress and despair Services within the prison have faster access to information about new prisoners entering the establishment Prisoners perceive reduced challenges and improved resources.
LONG TERM INDIRECT OUTCOMES	Prisoners are better able to engage in services and their sentence plans during their time in custody Levels of violence and self-harm/suicide decrease Prisoners are more likely to be able to address their behaviour and successfully resettle into the community Reoffending is reduced.

The research to date has started to provide and evidence base for the top 3 core themes detailed in Table 6.1. Further large-scale longitudinal research is required to investigate and hopefully offer some substantiation of the long-term and indirect outcomes.

It is argued that this Transitional Needs Theory could be applied to all transitions through custody, as well as the transition from court to prison and prison transfer. The theory could be applied to the transitions from arrest to police cell, from police cell to court custody, and to prison release into the community. Within the context of prison release, the support would alter from referrals to prison departments to referrals to community services. Again, the support would not be to do the work of existing services, it is a model to navigate those services at the point of release into custody. The theory could also be applied to the transition from court onto community orders. The application of this model/theory to release is already being developed via the 'Departure Lounge' service delivered at by LAT HMP Lincoln, in partnership with the prison and other departments. The Departure Lounge assesses people at the point of transition from custody to the community, and provides a safe and warm place for people to have their immediate practical and emotional needs met. These include meeting with probation, making a GP appointment, meeting or telephoning family, and being provided with essential clothing and toiletries (LAT, 2018). Anecdotally, this theory has already been applied within the practice of the departure lounge, but its ongoing delivery provides an opportunity to examine the evidence to underpin and strengthen the theory.

6.4 Strengths of the research

In addition to the strengths outlined in the specific discussions for each individual study in their respective chapters, there are several overall strengths to the research from this PhD, which will now be outlined.

6.4.1 The Scientist-Practitioner approach

Firstly, the research benefited from an extensive understanding of the research context. This was facilitated by the use of the Scientist–Practitioner model. The Scientist-Practitioner model argues that scientific insights translate into practice in a more superior manner when delivered by a scientist, and conversely that more refined science with better research questions emerges when a scientist is more aware of the nuances of applied practice (Trierweiler and Stricker, 1998). Using the work of Toch (2014) as an example, Bierie and Mann (2017) argue that spending time inside prisons, engaged daily with people in prison and trying to understand their struggles first hand, facilitates researchers to produce work defined by pressing relevance rather than casual academic study. During data collection, the researcher was embedded as part of the SPARC Practitioner team, fully involved in the planning of the data collection, and significantly involved in data collection which allowed for a full understanding of the methods and quality of the resulting data. Furthermore, Apa et al. (2013) argue that effective research in prisons requires collaborative research relationships including a need to know the system, obtaining appropriate permissions

and establishment of mutual goals; establishment of prison contacts including administrative personnel, healthcare staff, security personnel and prisoners; and rigorous methods to accommodate prison cultures. All these considerations were already in place prior to the research commencing due to the position of the researcher as a Practitioner. The Scientist-Practitioner model employed also facilitated application of the findings to the research context and meant that implications for changes to practice (such as those brought about by the findings from Chapter 5) could be embedded promptly. It could be argued that this facilitated practise-based evidence; the gathering of good quality data from routine practice (Margison et al., 2000).

6.4.2 The Use of Mixed Methods

Secondly, mixed methods were used to tell the story of the research. Analysis of existing SPARC data was used to produce an in-depth analysis of needs at the point of transition into custody. Questionnaire and psychometric data was utilised to start to explore the impact of SPARC and focus groups were used to add depth to this and explore the functionality of SPARC. It has been argued that a mixed methods approach yields superior research compared to mono-method research (Johnson & Onwuegbuzie, 2004) because the combination of qualitative and quantitative design provides a better understanding of complex research problems than either approach alone (Creswell & Plano-Clark, 2007). This was important in this research given the complexities of the prison environment regarding the dynamic social processes

present. The use of mixed methods to triangulate results provides confirmation of valid results (Niglas, 2004). In this research, the focus groups provided confirmation of the positive impact on wellbeing deduced from survey research, as well as the underlying reasons for this. The focus groups added value to the survey research by finding that there was not just an impact on wellbeing, but also on additional factors which are implicated in wellbeing and reducing reoffending.

6.4.3 A solution-focussed approach

Thirdly, the research and the model of SPARC has adopted a solution focussed approach. Although the earlier studies presented in this PhD revisited the needs of people in the CJS, this was investigated in the context of the specific point of transition into custody. The subsequent research studies provided evidence of the benefit of supporting people across the transition into prison custody from court custody embedded within the theoretical background outlined above. To date, there has been a focus within the literature on the difficulties experienced (e.g. Crewe, 2011) by people entering prison, rather than potential mediators/solutions to the challenges induced by this transition.

Despite the overall strengths outlined, there were also several limitations which will be discussed in the context of future research requirements.

6.5 Limitations and future research directions

In addition to the individual study limitations highlighted in each of the preceding research chapters, there are some additional limitations applicable to the body of research which will now be outlined.

6.5.1 The challenges of applied research

Firstly, many of the limitations highlighted in the individual studies of this PhD are resulting from the nature of the research which is applied 'real world' research. While applied research has value in understanding behaviours and impact in complex environments, they can be messy and more difficult to control (Macintyre & Petticrew, 2000). For example, there was no specific control group to compare SPARC versus non-SPARC clients in Chapter 4. However, this was not feasible as withholding the SPARC interventions to some prisoners would have been a breach of LAT's contract delivery, and would have been unethical and, perhaps, dangerous. Completing the evaluation under experimental conditions such as using randomised control samples would be impossible within a prison setting given these restrictions and trying to re-create the situation in order to complete a randomised control trial in a different setting would lose the complex nuances of entering prison custody. When considered from this perspective, the applied nature of the research conducted in this PhD could also be viewed as a strength as it did allow context specific impact to be measured. While randomised control trials are rightly regarded as the gold standard for

evaluating efficacy, their utility for addressing questions to interventions delivered in public health settings is not universally or uncritically accepted (Victoria, Habicht & Bryce, 2004). The only foreseen potential way to strengthen the evaluation would be to complete the research across different prisons – comparing a prison, or prisons, that have the SPARC intervention with ones that do not, using matched samples. However, as every prison is different, each with its own culture, local economic context, and distinct senior management teams, there would still be confounding variables present. Nevertheless, future research to further investigate the impact of SPARC should continue to explore ways to increase the robustness of the findings.

6.5.2 The absence of a longitudinal approach

A second limitation is that it was not possible within the confines of these studies to include the same people at each stage of the research. For example, the people studied in Chapters 2 and 3 were not necessarily the same people as those who participated in Chapter 4. This meant it was not possible to do a whole system review which followed people through their entire prison journey. Allied to this is the limitation that the research was not able to investigate the impact on reoffending due to restrictions from the MoJ. There was also no follow up post-release to assess long term outcomes such as those outlined in Chapter 5 including accommodation and finances. Future research into the impact of SPARC would use the same cohort of people in a longitudinal approach to assess needs, follow up impact during custody, and evaluate impact post-custody on a range of factors including accommodation

outcomes, financial situation, and reoffending patterns. This would provide evidence to support the long-term outcomes identified by the proposed Transitional Needs Theory outlined above.

6.5.3 The need for wider evaluation

Furthermore, although the research indicated a likely positive impact on people who transferred in from other establishments, as well as those arriving at the prison from court, there is, to date, no evaluation of the impact of supporting people following inter-prison transfer. Future research should seek to address this. The revised model of SPARC offers support to people following transfer.

In addition, the research was only conducted in one court and one prison and therefore there are problems with generalisability. However, improving this requires the roll out of SPARC on a wider basis. The roll out of SPARC and the production of more robust, generalisable research findings are essentially co-dependent. Larger samples would allow for more in-depth analysis to deduce the more complex interdependencies of specific factors uncovered by this research. For example, as discussed in Chapter 3, although the needs of special populations were highlighted, the characteristics of these populations were not independent and therefore more complex structural equation modelling methods on larger samples are required to find out which combinations of factors/characteristics make someone particularly

vulnerable. For example, ascertaining how age, gender and remand status interact to impact on an individual's vulnerability would be an area for future larger scale research to investigate.

6.5.4 The need for more specific evaluation

The research through this PhD has only provided a 'tip of the iceberg' evaluation into SPARC. It has provided some indication of the impact on wellbeing which facilitates some hypotheses based on its theoretical underpinnings. More specific evaluation into the mechanisms of change through the SPARC service is required. For example, there needs to be specific research into whether people who have received support via SPARC are consistently able to operate at a higher level of Maslow's Hierarchy than those that do not, and whether this has a specific impact on their ability to engage in behaviour change, their sentence plans and successful resettlement. Furthermore, with reference to The Good Lives Model, evaluation is required as to whether SPARC has a prolonged impact on the prosocial action of secondary goods in order to achieve primary goods; that is to investigate whether the opportunity to access primary goods via pro social means promoted through SPARC is transferred to other areas of a person's life, in a consistent and sustainable way.

6.5.5 The need to measure wider impact

A further limitation of the research is that it has not assessed any negative impact of SPARC. It has been highlighted that there is a misconception that social and public health interventions do not have the capacity to do harm and that well-meaning intentions is sufficient for policy making (Macintyre & Petticrew, 2000). While there was nothing specific to suggest that SPARC had a negative impact, future research should consider this factor in relation to clients, families, prisons and other stakeholders.

Anecdotally, there appeared to be many more positive areas of impact resulting from the SPARC intervention. However, these were not evidenced through the research. Without long term research on a much larger scale, it would be difficult to capture all the outcomes from SPARC. For example, the follow up assessments initially highlighted inconsistencies in healthcare such as people with long term health conditions slipping 'through the net'. SPARC Practitioners followed these issues up and healthcare practitioners were held accountable for them, but this was never evidenced in a systematic manner. In addition, the follow up assessments highlighted initially that many prisoners were not receiving basic entitlements such as clean underwear. The reporting of these issues to the prisons Senior Management Team resulted in systematic changes which stopped these problems, but this was not captured specifically within the studies. Future research should evaluate any impact on systems and stakeholders, as well as people entering custody.

Finally, there was no health economic evaluation included within this research. While SPARC is a relatively low-cost intervention compared to core healthcare models for example, a clear cost benefit economic evaluation would strengthen the position of SPARC as a viable and cost-effective model to be delivered systematically in the UK and further afield.

6.5.6 The use of self-report data

Like the use of applied research, the use of self-report data can be perceived as both a strength and a limitation. Given that SPARC takes an individual needs-led approach, it was important that the view of people directly affected was sought. Self-report data allowed access to motivational and introspective details that would not have been uncovered otherwise (Paulhus & Vazire, 2007). Self-report data is also comparatively quick and easy to access (Kline, 1993). However, self-report data can also be detrimental because they provide opportunities for response biases caused by subtleties in wording and/or the presence of demand characteristics and potential socially desirable responses (Moskowitz, 1981; Schwarz, 1999). The importance of demand characteristics is further heightened in a prison environment where behaviour may be perceived as under constant monitoring. The reliance solely upon self-report data for studies 3 and 4 is a limitation here. Future research should seek to triangulate information using official prison and health records.

Despite the limitations of the research acknowledged throughout this PhD, the research has been disseminated and has had a positive impact which will now be discussed.

6.6 Dissemination

The research undertaken during this PhD has been disseminated to the wider public in the following ways:

1) An oral presentation at Eurocrim 2018 in Sarajevo which was entitled 'Supporting People After Remand or Conviction (SPARC): An Innovation in Pre-Custody Care'. The presentation described the core findings from Chapters 2-4 of this PhD.
2) A poster presentation to the 2018 East Midlands Doctoral Network Conference in Lincoln. The poster was also entitled 'Supporting People After Remand or Conviction (SPARC): An Innovation in Pre-Custody Care'.
3) An oral presentation at the 2018 International Corrections and Prisons Association (ICPA) in Montreal entitled 'Moving Into and Through Prison: Improved Wellbeing Through the SPARC and Prison Voicemail Initiatives'. The presentation linked SPARC with Prison Voicemail, another innovation which has been found to support people during their criminal justice journey.
4) An oral presentation to the Lincolnshire Mental Health Crisis Care Concordat entitled 'Supporting the transitions into and out of prison custody at HMP

Lincoln: SPARC, Departure Lounge and Healthy Foundation'. Again, SPARC was linked to other initiatives aiming to support the criminal justice journey.

5) An oral presentation at the 2019 University of Lincoln Doctoral School Post Graduate Research Showcase conference, also entitled 'Supporting People After Remand or Conviction (SPARC): An Innovation in Pre-Custody Care'. The presentation described the core findings from Chapters 2-4 of this PhD.
6) A summary of findings was also shared with HMP Lincoln's Senior Management Team, the Yorkshire Regional Safer Custody Team, HMP Leyhill, HMP Bristol, and University of Manchester Safer Prisons research team.
7) An Impact Case Study Film has been produced by Electric Egg. This was a joint piece of work with Professor Todd Hogue.
8) An article submission to Journal of Criminal Behaviour and Mental Health written collaboratively with Professor Todd Hogue and Dr Amanda Roberts.
9) An oral presentation to the 2019 University of Lincoln College of Social Science Research Showcase. The presentation highlighted the impact of partnership work between the University and LAT.

The purpose of the dissemination of the research was to raise the awareness of the importance and value of supporting the transition into prison custody. Some further development work has already commenced as a result of this. For example, following the presentation to the Mental Health Crisis Care Concordat, LAT have worked with a provider of mental health services to submit a collaborative bid to deliver the Liaison

and Diversion Services across Lincolnshire due to be commissioned by NHS England in 2020. If successful, this will build on the foundation of SPARC to deliver services in police and court cells across Lincolnshire.

6.7 Research Impact

To date, the research has impacted positively in the following ways:

1) SPARC delivery has continued for 5 years after an initial 6-month pilot project
2) SPARC has been cited as an example of good practice by HMIP (2017), and has continued to be highlighted as an important service at HMP Lincoln by the IMB (2019).
3) SPARC+ was commissioned in 2018 to include the wider delivery in prison reception, as well as court. This has meant that people transferring into the prison from other establishments, and from out of area courts such as Nottinghamshire, Derbyshire and Leicestershire have been able to receive SPARC early days' support.
4) The delivery model improved as a result of findings/feedback, for example the inclusion of co-produced families information, as outlined in Chapter 5.
5) Feedback and impact measurement has been implemented systematically in the new model. Impact evaluation is now considered business as usual in SPARC's operating model.

6) SPARC is now on the prison's core commissioning framework to be commissioned year on year. However, it should be noted that this also comes with increased risk to LAT as it means the contract is commissioned following competitive tender process. However, the research does mean that LAT continue to be well placed to compete and deliver the service locally.
7) As described above, the SPARC model and the research was used to inform a joint bid with a prime healthcare provider for a Criminal Justice Liaison and Diversion Service encompassing police and court support. This bid was successful and the service has been rolled out across Lincolnshire by LAT in partnership with Lincolnshire Partnership Foundation NHS Trust.

6.8 Conclusion

At the outset, the research conducted through this PhD set out to present the SPARC model of transitional support to people moving into prison custody, to utilise SPARC to highlight the needs of people transitioning into prison custody with reference to specific sub-populations, and to evaluate the impact of SPARC. Despite limitations to the research, these aims have been achieved. SPARC was presented as a model of transitional and early days support to people entering custody which aimed to address immediate needs embedded within a theoretical framework and set in the context of complex problems experienced by people travelling through the CJS. Using the SPARC model, the research provided evidence of the complex needs presented by

people at the specific point of entry into prison custody, in contrast to previous research which has focussed on police cells and existing prison populations. It has highlighted the needs of specific sub-groups within the population of people entering custody and argued for the need for specific strategies to support these groups of people. The research then started to highlight the positive impact of SPARC regarding client perception, improved engagement with prison Listener schemes, improved continuity of support from community to custody from partner agencies, and improved wellbeing. Finally, the research investigated the functionality of SPARC in the context of turbulent transitions into custody, highlighting the support across the reducing reoffending pathways, perceived longer term impact on resettlement, and the need for humanistic, accountable services to support the early days in custody.

The research has several strengths and has provided the suggestion of a new integrated theoretical framework of "Transitional Need" on which to base future research. The SPARC model has emerged as a practical and effective way to assess and meet the needs of people entering prison custody.

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Appendix 1: Keep Safe Interview Form

HM Prison & Probation Service

PROTECT-PERSONAL (When completed)

HMP Lincoln Reception Keep Safe Interview

Photo

Interviewing staff	**Name:**	**Signature:**	**Date:**
Venue	**LDMC / Lincs Crown / HMP Lincoln Reception**		
Personal Details			
Full name			
Nickname(s) / alias(es)			
Preferred name			
Date of birth			
Address inc postcode			
Marital status			
Sexuality			
Nationality			
First Language			
Ethnicity			
Religious / cultural identity			
Military history			
Custody status and behaviour history			
Prison No			
Status	Remand: Y / N	Sentenced(length): Y / N	Recall(length): Y / N Next court date:
Prison before	Y / N	Details: (where, date released)	
HMP Lincoln before	Y / N	Date released:	
Origin (today)	TFR from prison: (which?)	Court (Which?)	
Solicitors details			
Previous behaviour in custody (e.g. violence, adjudications, ACCT, triggers)			
Current issues in custody (e.g. conflict of interest, issues with other prisoners)			
Gang membership / affiliation	Y / N	Details:	
History (e.g. violence / hate crime / racially aggravated or homophobic incidents / arson / hostage incidents / rape of male) (inc community)	Y / N	Details:	

I

Health and wellbeing			
Physical health	Details: Current support/care needs:	Evidence:	PEEP required: Y / N
Mental health	Details: Current support/care needs:	Evidence:	
Suicide and self harm (SASH)	Current thoughts: Y /N History of SASH: Y / N	Details: Details:	
Social or learning disability	Y / N Current support:	Details:	
Literacy or numeracy needs	Y /N	Details:	
Substance misuse issues	Y / N Current support: (agency, keyworker, script)	Details: (what, last use, method)	
Smoker	Y / N		
GP	Y / N	Details:	
Medication	Y/N	Details: (type, amount, prescr in prop?)	
Support Network			
Next of kin	Name: Relationship:	Address: Phone number:	
Contact with family	Y/N	Visits expected: Y / N	
Family welfare	Caring responsibilities:	Family welfare catered for: Y / N	
U25s only	Time in care: Y / N	Details: (keyworker, area)	
Support in custody (e.g. family / friend in custody)	Y / N	Details:	
Working with any other agencies (not previously mentioned)	Y / N	Details:	
Pets	Y / N	Details: (location, cared for?)	

Referrals made (tick all that apply)					
Mental health		**Physical health**		**Pharmacy**	
Addaction		**Adult social care**		**FIRST**	
GP consent faxed		**Other (details)** (Could include e.g. family safeguarding, police safe and well, RSPCA)			

Additional actions taken (tick all that apply)		
Form to security (ALL)		Comments/details:
Form to safer custody (ALL)		
MIR submitted		
NOMIS case note		
Observation book		
ACCT		
Wing Manager informed		
Orderly Officer informed		
Family contacted (by staff, Public protection check?)		
Other (state)		

Information provided to prisoner (tick all that apply)			Sources of information used to complete Keep safe (Tick all that apply):			
Ways to keep in contact		Comments/details:	Prisoner self report		Family (state relationship):	
Rules and regime			PNC Print		Oasys	
Induction book			PER		Solicitor	
Education leaflet			NOMIS		Other (state):	
LAT leaflet			Core Record			
Other (state)			CSRA issues IDd:	Medical Y/N	Other Y/N	

II

Appendix 2: SPARC Case Studies

Rob: safety concerns

Rob had been seen by SPARC on previous occasions and was always very polite and engaged well. However, one day after he had been sentenced to prison, he came down from court extremely angry and upset. SPARC spoke to him about why he had reacted the way he did. He admitted that he was scared because he had a drug debt with several people in the prison. The SPARC Practitioner listened to Rob's concerns and he gave the names of the people he was worried about. Although SPARC could not make the decision as to where Rob would be located, they explained they would pass on the information and that the prison had a duty of care to take action to help Rob stay safe. The Practitioner called the prison and reported all of the information. She reassured Rob that she had done this and explained a Duty Governor would decide on a plan to help Rob. Upon hearing this, Rob started to relax. He apologised for being angry and upset earlier and was able to engage in his Keep Safe Interview. The following day, Rob was seen again and had been located somewhere in the prison where he felt safe. Rob was also an example of someone having one need addressed and then moving on to the next need because once he felt safe, he asked staff to contact his sister. He had moved from safety needs to belonging needs.

Dennis: SPARC involvement in reporting risk of suicide and self-harm

Dennis was distressed throughout his whole time in the court cells. He wavered between shouting and crying, took all his clothes off and persistently tried to injure himself in the court cells by banging his head on the wall and trying to tie his clothes around his neck. SPARC staff provided updates to the prison by phone about Dennis' behaviour. Upon arrival at the prison, Dennis was asked how he felt and he said he was OK. He told staff he had no thoughts of suicide or self-harm. However, with the information from SPARC included in this judgement, Dennis was placed on a ACCT document.

Dean: Impact on Safer Custody and engagement in sentence

Dean was extremely upset when he was told he would be going to prison. During his Keep Safe Interview he said that he did not know where his dog had gone as she had been with him when he was arrested. While Dean was still in the court cells, the SPARC Practitioner established that his dog was safe and being cared for at a local kennels. This settled Dean a little but he was still distressed and a suicide and self-harm form had been completed for him in the court cells and on arrival in prison, an ACCT book was opened. The following day, the SPARC Practitioner attended Dean's ACCT review. The Case Manager established that Dean's reason for living was his dog. Over the following weeks, the SPARC Practitioner arranged foster care for Dean's dog,

helped him get his bedroom tax bill overturned and supported him to end his tenancy correctly so that he did not have additional charges to pay (Physiological needs). She also liaised with Dean's Auntie at his request (belonging and esteem needs). She was unable to visit but assisted in looking after his belongings for him. Dean kept in touch with the kennels who cared for his dog during his stay in prison and knowing she was cared for allowed him to engage in his sentence plan (love and belonging needs). He detoxed from alcohol, engaged with the mental health team and achieved his IT and Maths courses (cognitive needs) while in prison and shortly after release and with help from his Offender Manager, he was accommodated with his dog. He has not returned to prison since and it is now 4 years since his release.

Gavin: Substance use Referral

Gavin was extremely angry after he had been remanded in court. He sat on the floor in the custody area, refusing to move and threatening to fight with court custody staff. Alongside Gavin's solicitor, the SPARC Practitioner present was able to establish through talking to Gavin that his main concern was that he was withdrawing from heroin and that his script would be stopped. She asked Gavin for information about his current heroin use, his previous script and where he collected this script from. She informed Gavin that she would pass this information on to the substance use team so they could continue his script. Gavin calmed down and walked onto the van that took him to prison without any further threats. When the SPARC Practitioner saw Gavin the following day, he confirmed he saw the substance use team and received his script

V

shortly after arrival. He apologised for his behaviour the day before and started to engage in discussions about planning for his resettlement after prison.

Bob: Support before and during sentence- safer custody

Bob had never had any involvement in the CJS when he was sentenced to prison. He suffered dementia and was struggling to understand what was happening and why it was happening. Bob also had physical health issues which meant that he was unable to use stairs and walking was very painful. Bobs's SPARC Practitioner gathered as much information as possible from him before speaking to his partner and carer to gain more information. She reassured Bob that prison healthcare would be informed of his needs. He was also worried about his finances which she reassured him that she would assist him with in prison. He also kept crying and putting his hands in front of his eyes when he spoke about his offence and appeared to be experiencing trauma related to this. Bob's SPARC Practitioner passed on all of the information to various teams in the prison so they could prepare for his arrival. She spoke to pharmacy about his medication and GP, spoke to healthcare so they could prepare a wheelchair, spoke to reception staff so they could locate him in a cell on the ground floor, referred him to mental health and informed reception he was expressing thoughts of suicide and completed an alert form for this. She also made contact with adult social care to alert them to the fact that Bob would need a social care assessment. She saw Bob again the next day and he was still distressed and disoriented. As the only person who had already met Bob and with lots of information about him, she continued to liaise with

staff on his residential wing and with the safer custody team to ensure they were aware of his needs. The SPARC Practitioner became the one consistent person who saw Bob all the way through from court and into prison. As a result, she could see his distress when the professionals working with him were not consistent and liaised with the wing manager and healthcare to request the same nurses attended to him and the same supervising officer chaired all of his reviews, rather than someone different. The SPARC Practitioner took steps to manage Bob's finances by contacting creditors while he was in prison and liaising with his bank to stop direct debits. However, Bob was concerned that he would need to set these up again after release so the Practitioner arranged for floating support to be set up for Bob on his release. The floating support worker interviewed Bob in the prison so that he could start to get to know them. Closer to his release, the SPARC Practitioner contacted his Probation Case Manager to inform her of Bob's needs so that she could make alternative arrangements to meet at his home instead of requiring him to attend the probation office. Bob was also assessed for social care support and this was put in place for his return home.

Carl: Peer Supporters

Carl had never been in prison before and has Asperger's Syndrome. Carl's SPARC Practitioner explained a little bit about prison and ensured that the prison were aware that Carl may need some additional support to understand what was happening. With Carl's agreement they also contacted Carl's Mum. She had been in court so she knew the outcome of the case but nothing else. The SPARC Practitioner spent time

explaining to Carl's Mum which prison he would go to, about visits, phone calls letters and about the support available through the LAT Family Support Team at HMP Lincoln. She explained a little more about Carl's needs and commented that it seemed that prison was not as bad as she thought it might be. The following day the Practitioner visited Carl to check he had everything he needed and showed him round the wing. With his permission she introduced him to an LAT Peer Mentor. The Peer Mentor and his cellmate invited Carl to join them for tea and said they would be there if he had any questions. Carl did join them on several occasions and started to grow in confidence. A few days later, Carl's Mum visited him. She told the Family Support staff that although he had started to find his way, he had not yet made a phone call since his initial reception phone call. The staff shared this with SPARC who went to Carl's wing and spoke to the Supervising Officer (SO) about the difficulties Carl may be having. The SO sensitively ensured all the staff were aware of Carl's situation and arranged for a trained Buddy to work alongside the peer supporters to help him throughout his stay. Carl's Mum stayed in contact with the Families Team and reported no further issues.

Jason: Client and family were not expecting prison

Jason said he was told by his solicitor that there was a 99% chance that he would not get a custodial sentence. He was seen by a SPARC Practitioner at Crown Court having been sentenced off bail to 12 months. When asked if he had any concerns that he would like help with, he explained that his wife, Jackie, had a learning disability and mental health issues, and that he had left her in a nearby cafe and said he would see her in a couple of hours. He said that their family lived a couple of hours away and that she would not answer her phone because she only ever answered the phone to him or her Mum. He was also concerned that due to her health, if she was told over the phone what had happened, she would run away and not know what to do. Jackie's family were contacted and they started making their way over to meet her but it was going to take them 3 hours to arrive. SPARC staff went to find Jackie in the meantime. She was not in the cafe where she was last seen. Through liaison with her family over the phone, SPARC staff were able to identify where their car was and what type of car it was. Jackie was found in the car. She was frightened and shocked. Staff explained to her what had happened and waited with her until her family arrived to help her. Both SPARC and LAT family support staff continued to support Jason and Jackie in the coming weeks to liaise with the school where their children were and to resolve some financial difficulties.

Appendix 3: Safer Custody questionnaire with CORE and EssenCES

HMP Lincoln Safer Custody Survey 2015

Please give us your help! Safety is very important to us all here at HMP Lincoln and we are always looking for ways to try to make the prison a safer and better place for you to be. To help us do this, we would like to ask you some questions about how you feel in the prison, what is good and what is not so good. We value everyone's answers, THANK YOU.

Instructions

- Please do not put your name on
- Please answer every question if you can
- When you have done the survey, you can hand it in in one of 2 ways:
  1. Hand it in at the library and in return you will receive a Mars Bar.
  2. Put in the DIRF box (yellow box) on your wing.

The deadline for handing in surveys will be Friday 24th April 2015

Support

If you need any help filling in the questionnaires, you can ask a wing rep (Insider, Listener, Toe by Toe, Education or Resettlement) to help you.

Some of the questions are very personal and may make you think about difficult times (such as self harm). If you need support at any time, please speak to any member of staff, use the Listener's Service or the Samaritans phone.

Extra Information:

Doing the survey is voluntary. If you don't wish to take part, simply hand in the questionnaire to a Rep or staff member.

The survey has been put together by staff from HMP Lincoln, Lincolnshire Action Trust and The University of Lincoln. It has been approved by the National Offender Management Service and The University of Lincoln ethics board. Results may be published inside and outside the prison to help make prisons safer (but there will be nothing to identify you in this).

Your decision to do the questionnaires will not influence any behaviour reports about you.

Questions? Contact Officer R. Smith in Safer Custody or Lauren Mumby in Resettlement

X

Section 1: About you

1. Wing

A-Wing	B-Wing	C-Wing	E-Wing	CSU (Seg)

2. Age

Years

3. Ethnicity

White British	Mixed White / Black Caribbean	Asian / Asian British – Indian	Black British
White Irish	Mixed White / Black African	Asian / Asian British – Pakistani	Black / Black British – African
White Gypsy / Traveller	Mixed White / Asian	Asian / Asian British – Bangladeshi	Black / Black British – Caribbean
White – Other	Mixed – Other	Asian / Asian British – Chinese	Black / Black British – Other
Other – Arab	Other – Other	Asian / Asian British – Other	Prefer Not to Say

4. Country of Birth _____ Years in UK (if born outside of UK) _____

5. Religion

Atheist	Eastern Orthodox	Muslim	Roman Catholic
Baptist	Hindu	No Religion	Sikh
Buddhist	Jehovas Witness	Pagan	Unknown
Christian	Jewish	Pentecostal	Prefer not to say
Church of England	Mormon	Rastafarian	Other

6. IEP Level

Entry	Basic	Standard	Enhanced

7. Job (inside prison)

8. Have you attended Education since you have been at HMP Lincoln?

Yes	No

9. Have you been in prison before?

Yes	No	Prefer not to say

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10. How long have you been at HMP Lincoln?

Under 1 Month	Under 6 Months	Under 1 Year	Over 1 Year	Prefer not to say

11. What is your sentence length/type?

Under 1 year	Over 1 year	Life (or similar)
Remand	Recall	

12. Have you been unconscious *at any point* in your life?

Yes	How many times?	How long since this last happened?	No

13. If yes, what is the longest period of time you have been unconscious for?

14. What caused you to be unconscious? (tick all that apply)

Illness	
Blow to the head from another person	
Blow to the head with an object used by another person	
Blow to the head which was an accident	
Fall	
After drinking alcohol	
After taking drugs	
Other, Please state	

Section 2: Entry to Prison

15. Did you come to HMP Lincoln straight from Court?

Yes	No	Which Court?	

16. Did you come to HMP Lincoln from another prison?

Yes	No	Which Prison?	

17. Were you seen by someone from the SPARC project (Anna, Lauren, Tom or Amanda) in the cells area at a Lincoln Court before you arrived at HMP Lincoln?

Yes	No	Can't remember	Not Applicable

18. If yes, was this helpful?

Not helpful at all	Mostly unhelpful	Fairly unhelpful
Fairly helpful	Mostly helpful	Helpful in every way

Section 3: Feeling safe

19. How safe do you feel in each of these areas of the prison?
Please rate on a scale of 1-5
1 = always unsafe 2 = usually unsafe 3= sometimes unsafe
4 = sometimes safe 5 = usually safe 6 = always safe

Reception		Your Workplace: _____ (please state)		Exercise	
First Night Centre (A1 Landing)		Servery		Chapel	
Your Wing		Library		Visits	
Your Cell		Gym		Healthcare	

Section 4: Suicide and Self-harm

20. Have you ever attempted suicide or self-harm *before* coming to HMP Lincoln?

Suicide	Self-Harm	Both

21. Have you attempted suicide or self-harm since you have been at HMP Lincoln?

Suicide	Self-Harm	Both

22. If so, how did you self harm?

23. If you have attempted suicide or self-harm since being at HMP Lincoln, what was your main reason for doing this?

24. If you have attempted suicide or self-harm since being at HMP Lincoln, did you tell staff?

Yes	No

25. Have you been on an ACCT Document in HMP Lincoln? (Orange Book)

Yes	No	Not Applicable

26. How well do you feel the staff supported you?

Not helpful at all	Mostly unhelpful	Fairly unhelpful
Fairly helpful	Mostly helpful	Helpful in every way

27. What could staff have done to give you more support, if needed?

Section 5: Violence and bullying

28. Have you been a victim of violence or bullying?

Yes	No

29. Was this violence any of the following?

Physical	Sexual	Psychological (Mental)
Verbal	Other: Please Specify	

30. Did you tell staff?

Yes	No

31. How well do you feel the staff supported you?

Not helpful at all	Mostly unhelpful	Fairly unhelpful
Fairly helpful	Mostly helpful	Helpful in every way

32. Are you in debt in the prison?

Yes	No

33. If Yes, has the level of violence or threats towards you increased since you have been in debt?

Yes	No	Not Applicable

34. Any other comments about violence and bullying?

How did the violence start? What happened? Anything else you want to tell us?

Section 6: Family and Visits

35. Do you have family or friends that you would like to be in contact with in prison?

Yes	No

36. What contact do you have with your family and friends while at HMP Lincoln?

None	Reception telephone call (on arrival)	Visits
Telephone calls	Letters	E-mails

37. If you do not have contact, why is this?

Section 7: Support Schemes

38. Have you used any of the Peer support schemes available in the prison?

Listeners	Insiders	Wing Reps
Education Reps	Resettlement Reps	Buddies

39. How helpful did you find this?

Not helpful at all	Mostly unhelpful	Fairly unhelpful
Fairly helpful	Mostly helpful	Helpful in every way

40. Any comments about Peer support?

41. Are you working with any of the following in HMP Lincoln?

AddAction (Substance misuse)	Chaplaincy	Healthcare
LAT (Resettlement)	Mental Health	OMU

42. Were you working with any of the following services before prison?

Mental health services	Other healthcare (not mental health)	Community Chaplaincy
Drug and alcohol services	Leaving Care Worker	Other: _____

43. If so, do you still have contact with these services in prison?

Yes	No	If not, why

Section 8: Behaviour

44. Have you received any adjudications ('nickings') since being at HMP Lincoln?

Yes	How Many?	No

45. Have you been in CSU ('seg') during your time at HMP Lincoln?

Yes	How long for?	No

46. Have you had any IEP warnings since being at HMP Lincoln?

Yes	How many?	No

47. Have you had any positive MDTs since being at HMP Lincoln?

Yes	How many?	No

48. Have you used drugs that were not prescribed by you in HMP Lincoln?

Yes	No

49. Have you used any illegally brewed alcohol ('Hooch') while in HMP Lincoln?

Yes	No

50. Any further comments you wish to make in relation to the safety in prison

Thank you; please turn over to next questionnaire.

UNIVERSITÄT DUISBURG ESSEN

Essen CES ©

Essen Climate Evaluation Schema (rev. 2010)

Version for Prisons and Correctional Settings

LVR Qualität für Menschen

		I agree				
		not at all	little	somewhat	quite a lot	very much
1	This unit has a liveable atmosphere	☐	☐	☐	☐	☐
2	The inmates care for each other	☐	☐	☐	☐	☐
3	Really threatening situations can occur here	☐	☐	☐	☐	☐
4	In this unit, inmates can openly talk to staff about all their problems	☐	☐	☐	☐	☐
5	Even the weakest inmate finds support from his/her fellow inmates	☐	☐	☐	☐	☐
6	There are some really aggressive inmates in this unit	☐	☐	☐	☐	☐
7	Staff take a personal interest in the progress of inmates	☐	☐	☐	☐	☐
8	Inmates care about their fellow inmates' problems	☐	☐	☐	☐	☐
9	Some inmates are afraid of other inmates	☐	☐	☐	☐	☐
10	Staff members take a lot of time to deal with inmates	☐	☐	☐	☐	☐
11	When inmates have a genuine concern, they find support from their fellow inmates	☐	☐	☐	☐	☐
12	At times, members of staff feel threatened by some of the inmates	☐	☐	☐	☐	☐
13	Often, staff seem not to care if inmates succeed or fail in the daily routine / program	☐	☐	☐	☐	☐
14	There is good peer support among inmates	☐	☐	☐	☐	☐
15	Some inmates are so excitable that one deals very cautiously with them	☐	☐	☐	☐	☐
16	Staff know inmates and their personal histories very well	☐	☐	☐	☐	☐
17	Both inmates and staff are comfortable in this unit	☐	☐	☐	☐	☐

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OUTCOME MEASURE

Site ID

letters only | numbers only

Client ID

Therapist ID | numbers only (1) | numbers only (2)

Sub codes

Date form given D D / M M / Y Y Y Y

Age

Male ☐ **Female** ☐

Stage Completed

S Screening
R Referral
A Assessment
F First Therapy Session
P Pre-therapy (unspecified)
D During Therapy
L Last Therapy Session
X Follow up 1
Y Follow up 2

Stage

Episode

IMPORTANT - PLEASE READ THIS FIRST

This form has 34 statements about how you have been OVER THE LAST WEEK.
Please read each statement and think how often you felt that way last week.
Then tick the box which is closest to this.
Please use a dark pen (not pencil) and tick clearly within the boxes.

Over the last week

		Not at all	Only Occasionally	Sometimes	Often	Most or all the time	OFFICE USE ONLY
1	I have felt terribly alone and isolated	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4	☐ F
2	I have felt tense, anxious or nervous	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4	☐ P
3	I have felt I have someone to turn to for support when needed	☐ 4	☐ 3	☐ 2	☐ 1	☐ 0	☐ F
4	I have felt OK about myself	☐ 4	☐ 3	☐ 2	☐ 1	☐ 0	☐ W
5	I have felt totally lacking in energy and enthusiasm	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4	☐ P
6	I have been physically violent to others	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4	☐ R
7	I have felt able to cope when things go wrong	☐ 4	☐ 3	☐ 2	☐ 1	☐ 0	☐ F
8	I have been troubled by aches, pains or other physical problems	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4	☐ P
9	I have thought of hurting myself	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4	☐ R
10	Talking to people has felt too much for me	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4	☐ F
11	Tension and anxiety have prevented me doing important things	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4	☐ P
12	I have been happy with the things I have done	☐ 4	☐ 3	☐ 2	☐ 1	☐ 0	☐ F
13	I have been disturbed by unwanted thoughts and feelings	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4	☐ P
14	I have felt like crying	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4	☐ W

Please turn over

Over the last week

	Not at all	Only Occasionally	Sometimes	Often	Most or all the time	OFFICE USE ONLY	
15 I have felt panic or terror	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4		P
16 I made plans to end my life	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4		R
17 I have felt overwhelmed by my problems	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4		W
18 I have had difficulty getting to sleep or staying asleep	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4		P
19 I have felt warmth or affection for someone	☐ 4	☐ 3	☐ 2	☐ 1	☐ 0		F
20 My problems have been impossible to put to one side	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4		P
21 I have been able to do most things I needed to	☐ 4	☐ 3	☐ 2	☐ 1	☐ 0		F
22 I have threatened or intimidated another person	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4		R
23 I have felt despairing or hopeless	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4		P
24 I have thought it would be better if I were dead	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4		R
25 I have felt criticised by other people	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4		F
26 I have thought I have no friends	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4		F
27 I have felt unhappy	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4		P
28 Unwanted images or memories have been distressing me	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4		P
29 I have been irritable when with other people	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4		F
30 I have thought I am to blame for my problems and difficulties	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4		P
31 I have felt optimistic about my future	☐ 4	☐ 3	☐ 2	☐ 1	☐ 0		W
32 I have achieved the things I wanted to	☐ 4	☐ 3	☐ 2	☐ 1	☐ 0		F
33 I have felt humiliated or shamed by other people	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4		F
34 I have hurt myself physically or taken dangerous risks with my health	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4		R

THANK YOU FOR YOUR TIME IN COMPLETING THIS QUESTIONNAIRE

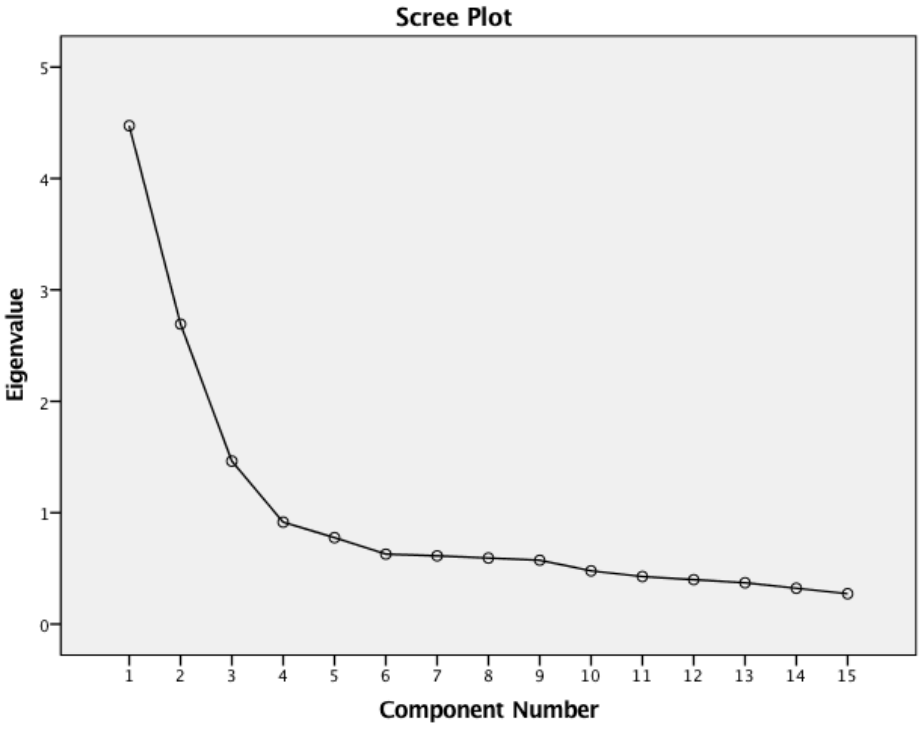
	(W)	(P)	(F)	(R)	All items	All minus R
Total Scores						
Mean Scores (Total score for each dimension divided by number of items completed in that dimension)						

XX

Appendix 4: Exploratory Factor Analysis of the EssenCES and CORE data.

Previous research has supported the 3-dimension model of the EssenCES in clinical and non-clinical populations (Schalast et al., 2008), and in a prison sample (Day et al., 2011). A factor analysis was conducted on the current data set, using a principle components analysis followed by varimax rotation. This was found to support a 3-factor model, as indicated by the scree plot shown in Figure 4a which indicates an 'elbow' (flatter scree) after component 3.

Figure 4a: Scree plot of current EssenCES data.



The factor loadings are provided in Table 4a below. This is provided alongside the data from Day et al. (2011).

		Current data			Previous prison data (Day et al.,2011)		
Item number	Item	Component1 (Inmate cohesion)	Component 2 (Experienced Safety)	Hold and support	Inmate cohesion	Experienced safety	Hold and support
8	Inmates care about their fellow inmates' problems	.75			0.82		
2	Inmates care for each other	.74			0.76		
14	There is good peer support among inmates	.69			0.83		
5	Even the weakest inmate finds support from his/her fellow inmates	.68			0.74		
11	When inmates have a genuine concern, they find support from their fellow inmates	.68			0.81		
9	Some inmates are afraid of other inmates		.74			0.70	
6	There are some really aggressive inmates in this unit		.73			0.71	
15	Some inmates are so excitable that one deals very cautiously with them		0.70			0.65	
3	Really threatening situations can occur here		0.54			0.58	
12	At times, members of staff feel threatened by some of the inmates		0.54			0.65	
7	Staff take a personal interest in the progress of inmates	(.64)		.52			0.81
16	Staff know inmates and their personal histories well	(.52)		.50			0.72
10	Staff take a lot of time to deal with inmates	(.60)		.45			0.85

4	In this unit, inmates can openly talk to staff about their problems	(.63)		.27	0.64
13	Often, staff seem not to care if inmates succeed or fail in the daily routine		(.50)	.42	0.61

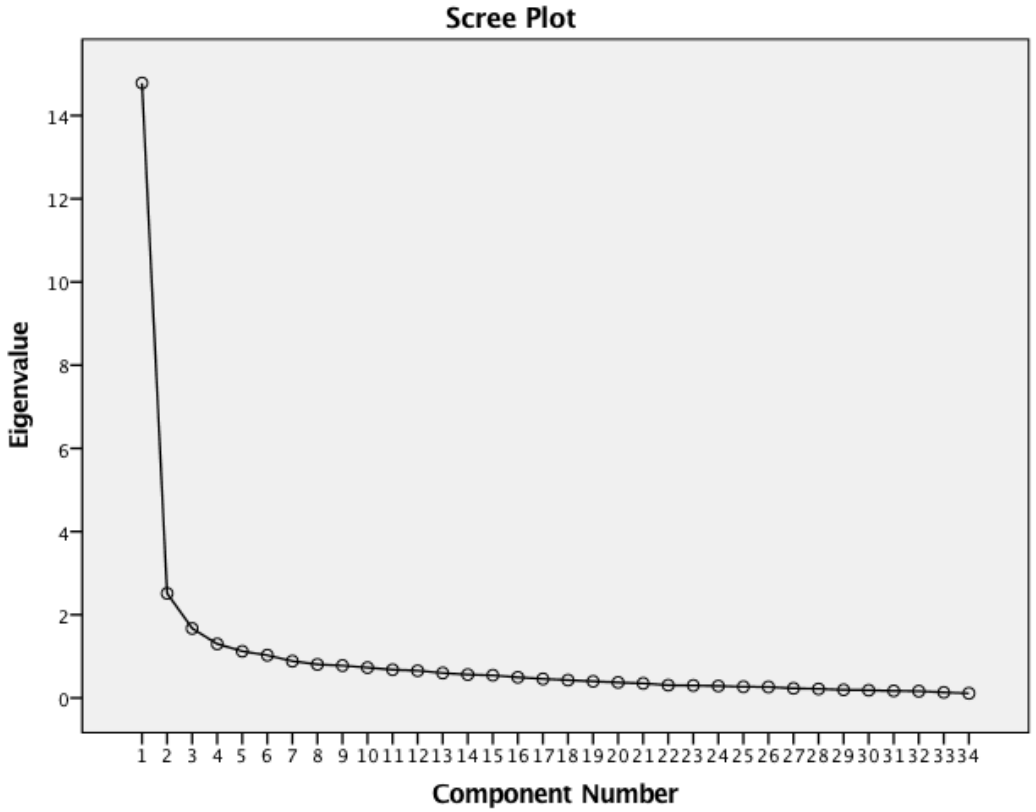
Table 4b: Rotated principle axis factor matrix for the current EssenCES data and previous prison population data

All items from the inmate cohesion and experienced safety had their highest loadings on the 'right' factor (Components 1 and 2 above). Items from the therapeutic hold and support subscale loaded onto the same component as the inmate cohesion items (component 1) most highly (except item 13 which loaded onto the same component as experienced safety). However, they also loaded onto a third component. This supports the original 3 factor model of the EssenCES. It is worth noting, however that the all the negatively worded items loaded most highly onto the same component (component 2). The remaining items all loaded most heavily onto one different component (component 1).

CORE

As with the EssenCES, a factor analysis, using a principle components analysis followed by varimax rotation was conducted on the current data set. The scree plot supports a 4 component model in line with the CORE original dimensions. See Figure 4b below.

Figure 4b: Scree plot of current CORE data



However, the rotated principle axis factor matrix was not indicative of the items loading on to the same dimensions defined by the CORE (wellbeing, functioning, problems, risk). A 4-component model provided some differentiation between positively worded items, problem items (including risk to self) and risk to others. However, the third component had only 1 item which loaded most heavily onto it, which also loaded onto 2 other components. Previous research by Evans et al. (2002) on a non-clinical sample suggested a 3-factor model which differentiated problems, risk and positively worded items. The matrix for a 3-factor model on the current data is shown in Table 4b below. The 3-factor model below mirrors the 3-component model produced by Evans et al. (2002) with component 1 focussing on problems,

component 2 encompassing the positively worded statements and component 3 containing 2 risk items (which also loaded onto component 1). Evans' model contained all 6 original risk items in its third component. In this model, only the risk to others (rather than risk to self) items are included; risk to self-items load onto the 'problem' component (component 1). This puts into question the presumed dimension structure of the CORE and will need to be taken into consideration in the results. It should be noted that Evans et al. (2012) suggest that the risk items should be used for warning markers only rather than tallied as a subscale.

Table 4b: Rotated principle axis factor matrix for current CORE data

Item no (domain)	Item	Component 1	Component 2	Component 3
23 (P)	Felt despairing/hopeless	.86		
20 (P)	Problems difficult to put to one side	.81		
27 (P)	Felt unhappy	.80		
2 (P)	Felt tense, anxious and nervous	.79		
14 (W)	Felt like crying	,79		
15 (P)	Felt panic/terror	.79		
13 (P)	Disturbed by unwanted thoughts/feelings	.78		
1 (F)	Felt terribly alone and isolated	.76		
11 (P)	Tension and anxiety prevented doing things	.75		
18 (P)	Difficulty getting to sleep/staying asleep	.70		
17 (W)	Felt overwhelmed by problems	.84		
24 (R)	Thought it would be better if I were dead	.82		
26 (F)	Thought I have no friends	.75		
28 (P)	Unwanted images/memories distressing me	.75		
33 (F)	Felt humiliated/shamed by other people	.75		
10 (F)	Talking to people felt too much	.73		
25 (F)	Felt criticised by other people	.73		
29 (F)	Felt irritable when with others	.71		
9 (R)	Thought of hurting myself	.66		
16 (R)	Made plans to end life	.65		
34 (R)	Hurt self physically or taken dangerous risks	.64		
5 (P)	Totally lacking energy and enthusiasm	.61		
30 (P)	Felt to blame for my problems/difficulties	.57		

Item no (domain)	Item	Component 1	Component 2	Component 3
8 (P)	Troubled by aches, pains or physical problems	.46		
32 (F)	Achieved things I wanted to		.58	
3 (F)	Have someone to turn to for support		.56	
19 (F)	Felt warmth/affection for someone		.51	
12 (F)	Happy with things I've done		.51	
4 (W)	Felt OK about myself	(.60)	.47	
31 (W)	Felt optimistic about future		.42	
21 (F)	Been able to do most things	(.60)	.49	
7 (F)	Felt OK when things go wrong	(.49)	.40	
6 (R)	Physically violent to others	(.31)		.50
22 (R)	Threatened or intimidated another	(.44)		.44

Appendix 5: COREQ

COREQ

Table 1 Consolidated criteria for reporting qualitative studies (COREQ): 32-item checklist No Item Guide questions/description

Domain 1: Research team and reflexivity

Personal Characteristics

1. Interviewer/facilitator
2. Credentials
3. Occupation
4. Gender
5. Experience and training

Relationship with participants

6. Relationship established
7. Participant knowledge of the

   interviewer

8. Interviewer characteristics

Domain 2: study design

Which author/s conducted the interview or focus group? What were the researcher's credentials? E.g. PhD, MD
What was their occupation at the time of the study?
Was the researcher male or female?

What experience or training did the researcher have?

Was a relationship established prior to study commencement?
What did the participants know about the researcher? e.g. personal goals, reasons for doing the research
What characteristics were reported about the interviewer/facilitator? e.g. Bias, assumptions, reasons and interests in the research topic

Theoretical framework
9. Methodological orientation and What methodological orientation was stated to underpin the study? e.g. grounded theory,

Theory
Participant selection
10. Sampling
11. Method of approach
12. Sample size
13. Non-participation
Setting
14. Setting of data collection
15. Presence of non-participants 16. Description of sample
Data collection
17. Interview guide
18. Repeat interviews
19. Audio/visual recording
20. Field notes

21. Duration
22. Data saturation
23. Transcripts returned
Domain 3: analysis and findingsz Data analysis
24. Number of data coders
25. Description of the coding tree 26. Derivation of themes
27. Software
28. Participant checking
Reporting
29. Quotations presented

30. Data and findings consistent 31. Clarity of major themes
32. Clarity of minor themes

discourse analysis, ethnography, phenomenology, content analysis

How were participants selected? e.g. purposive, convenience, consecutive, snowball How were participants approached? e.g. face-to-face, telephone, mail, email How many participants were in the study?
How many people refused to participate or dropped out? Reasons?

Where was the data collected? e.g. home, clinic, workplace
Was anyone else present besides the participants and researchers?
What are the important characteristics of the sample? e.g. demographic data, date

Were questions, prompts, guides provided by the authors? Was it pilot tested? Were repeat interviews carried out? If yes, how many?
Did the research use audio or visual recording to collect the data?
Were field notes made during and/or after the interview or focus group? What was the duration of the interviews or focus group?

Was data saturation discussed?
Were transcripts returned to participants for comment and/or correction?

How many data coders coded the data?
Did authors provide a description of the coding tree?
Were themes identified in advance or derived from the data? What software, if applicable, was used to manage the data? Did participants provide feedback on the findings?

Were participant quotations presented to illustrate the themes / findings? Was each quotation identified? e.g. participant number
Was there consistency between the data presented and the findings?
Were major themes clearly presented in the findings?

Is there a description of

diverse cases or discussion of minor themes?

[13, 17]. Convenience sampling is less optimal because it may fail to capture important perspectives from difficult- to-reach people [16]. Rigorous attempts to recruit participants and reasons for non-participation should be stated to reduce the likelihood of making unsupported statements [18].

Appendix 6: Focus Groups Transcripts

SPARC Focus Group 1

Is anyone happy sharing with me what they remember about SPARC from your own experiences?

When I first came in, it was my first time in prison, I was new to the system and stuff, it was nice to see a couple of friendly faces other than the guards or you know . . to put you at ease and explain a lot of things you weren't sure of. So that was nice, nice little gesture, although only short period of time, it was just something to help you know, to just help you there and then.

SO would you say, did it make you feel at more ease?

Yes, someone there away from the system, other than the guard, someone who wanted to be helpful.

Anything else?

When I first came in, I was more worried about my bills and losing my home because I've got a house and all that. I was worried, I was on benefits, not mortgaged or anything so the council could take it off me. I didn't know that I'm in here for 13 weeks, I can get housing benefit. (SPARC staff) set it up so that now when I go home, I can go home instead of into a hostel because I've lost my home.

XXX

And I imagine that was such an important aspect for you?

Yeah. She also put a hold on some of my bills and stopped direct debits going out of my account so that my bank doesn't go overdrawn.

So going back into court, tell me about how you saw SPARC when you were in court itself?

I thought SPARC and Lincolnshire action trust was part of the prison is to tell you the rules then when she saw me in the prison and to tell you what you can and can't do, she told me all of the things she could do to help and it was a big relief.

So your first impression was different to how it was? More about logisitics rather than supporting to you?

Yeah

It would be good if when we come, each prisoner is given like a pocket note book of all the rules, not all the rules, just a good summary of the main ones because when you come in, you're just expected to know and its all the language and all that kind of thing. I'm oblivious I'll be honest I just don't know what its all about so it would just be nice to have a pocket sized book maybe.

So something you can digest in your own time?

Yeah and going back to bills, I can completely understand what he's talking about because all I want to do . . . I can quite happily do the time and be punished, I just want to phone my bank but we're not allowed to phone our banks but we can only write. But I don't have the address for customer services and thats all I need, then I could sort it myself. Obviously we don't have a phone book in the prison so in the book, it would be good if we could have like an index of some utility companies or high street banks maybe, that would be useful.

Ammm makes sense.

When I was in Scottish jail, they had it there, if they needed anything, they'd just google it in the office,

I mean thats clearly an advantage.

Yeah I mean if I needed an address or post code, I could just find it.

Simple information that is easy to get on the outside is hard to get here.

The nature of this wing means they don't have.

Do they have on other wings? No.

Is there anything else that anyone remembers about SPARC in court, I mean even first impressions?

I cant remember as I blocked it all out as I wasn't expecting to come to prison. I'd never even heard of SPARC.

Yeah I mean I wasn't sure it was SPARC, I remember it was Lincolnshire Action Trust.

I remember a lady coming to see me but I can't remember who it was and what it was about but I can say (SPARC staff) has done a lot for me since I come here. She's got all my bills and my rent arrears sorted for me. When I had a job on the out, she even got my wages from my bosses that they hadn't paid into my bank account sent here for me. On the day that I come to prison, she got my employers to send me a cheque here and I got the cheque for what I was owed.

What I'm hoping has happened for all of you and the reason why you are all here is that after you were sentenced or remanded, you would have gone down to the SPARC office and seen you?

We've seen that many people come and go in here.

When I came in, once I'd got sent down, I was taken down in handcuffs and put in to a room, I knew I was coming in so I had my possessions, the first thing they did, the guards sorted through all my possessions. Then I was still in the same room, then there was no separate distinction between the guards and (SPARC staff) and them coming in, so from that point of view it might need something a little bit clearer.

OK, have you got any suggestions for that . . what might make that clearer,

Well when I saw the young girl, she was in a bright purple top. Yeah but you still think its part of the institutionalised system, do you know what I mean? So they are not in guard uniform but I don't know. Apart form moving to another room but then the upset of moving around and not knowing where you are from one room to another so I can sort of see why you stay in the room. I don't think it's any fault of SPARC as

such. It's different for different people because some people have been in before. From my personal view, I've not been in before so I didn't know what was gonna happen at all. I suppose SPARC are told where they can and can't go and subject to rules and things.

Is SPARC support available in other prisons? I was on the run so I was in court in Lincolnshire because my Mum lives in Lincolnshire I went to Lincoln police station and Lincoln Magistrates when my offence and everything was in Grimsby so I got remanded to go there which I'm at court tomorrow and more than likely I'll probably go to Hull I'm just thinking is it available elsewhere.

As far as I know there isn't and I'm happy to leapfrog to one of the questions is that Do you think that sort of support be beneficial in other areas?

Yeah

Yeah definitely

Yeah because when I leave here tomorrow then all the service, that'll be it for me wont it?

So was it helpful being seen in court by SPARC?

Yes – several voices. It was obviously after I'd been sent down was the first time that I saw them so I had no prior knowledge of them before actually being sent down.

They rung my partner and my mum and that and told them the address here so they could write to me quickly, even without a prison number. See that was one of my partner's biggest issues as well in court, although she was in court with me, she didn't

know where I'd been sent to but it took her a week and a half to find out. She just took a guess that I was in here and just wrote to here.

Did you get a phone call in reception? No.

Yeah when I was in the cells, she went out and rung my partner and my Mum so they knew that day and they got the address [inaudible chatter].

I asked (SPARC staff) to ring my Mum and partner to give the address of here and she did. They knew that day, a few hours after I got remanded.

So it wasn't just about you, it was about your family too?

Yeah she told them the address. Obviously she didn't know the prison number because I didn't know it at the time but she told them the address so . . .

And I can only imagine what that experience of going to prison and being sentenced was like, but did that help take some of that weight off at all?

Yeah because I got a letter like the next day. They wrote one that day and I got it the next day, even thought they didn't know my prison number. That was helpful. It got the ball rolling and then sorted my visits because they knew where I was.

I didn't know whether you're allowed anyone in the reception, you know it might be and idea because I never got my phone calls of anything. I mean I wasn't saure what I was entitled to or anything, you know Although (SPARC staff) had said I would get a phone call when I first came in here once the prison staff took over, I never got that phone call, hence why my partner never knew where I was for a week and a half.

They say its a 2 minute phone call but there's no way thats a two minute phone call.
XXXV

Even just 30 seconds just to say where you are, whether it's from me or you know, somebody else would have been nice just to put her mind at rest and mine.. . . that I knew, for a week and a half I didn't hear anything and nor did she.

And we're gonna move on to that and its a really good point but just on what you said would you say that level of service was very different in court to what you got when you arrived at prison then?

Yes definitely. My personal experience, because I'd been to court a few times, generally was that it was the same guard in the dock with me and he sort of knew what I was like and it was a lot friendlier atmosphere and a lot less harsh. Not saying everyone gets that experience but he put me at ease, even when he had to handcuff me, he explained its not because you've done anything particularly wrong or anything, its just protocol but when you come over here it was just like don't do this, don't do that. I put some paperwork down while I was being unhandcuffed and it was like what you doing putting that on there? You know what I mean, it was just a total, like chalk and cheese the difference between the two which was not an easy thing to make, you're suddenly being spoken to abruptly.

He's just surly that bloke.

I just think this prison is probably 5 years behind other prisons, in terms of you cant even send cash in, its still old postal orders, the TVs are old TVs as well . I've been in

and out of prison. I've just been to Scottish prison and I've come to this prison. In Scottish prison you can have cash sent through the post, people can hand it in at reception. You know, everythings up to date but this prison is just lacking.

Sort of thinking about and extending on what you just said, When you were in corut and sort of comparing your first day into Lincoln prison when you go through everything on your first day? Was the support very different in prison to what you got in SPARC in court?

Yes.

See I don't remember SPARC. I remember somebody seeing me.

Yeah that was probably what it was.

I've never seen anyone in court before from an agency when I've been rermanded in the past. Everytime I've been in court, its just been you get remanded and then done.

And you know there's a lot going on and the reason why you're all in here is because you were seen. So much going on and so many different people you see and I appreciate sometimes that experience might be a bit vague so we're trying to claw out the bits that you can remember hopefully. So looking at what (SPARC staff) has done with you and she is on the SPARC team, how has it helped you in prison following up from your conversations with her or someone else on the SPARC team to where you are now? How has it helped you in prison, if it has at all?

Its helped me a lot because I had debts on the out, I had flat debts because I knew I was losing that and I had all my bills to pay for and (SPARC staff) helped me phone

the electrical companies because they were sending me Mum debt threats when its got nowt to do with my Mum, its to do with me, so we got them put on hold and (SPARC staff) helped me sort my Mum out, helped her get my debts and that lot cleared up. And I had me court fines to deal with. She obviously put them on hold til I get out coz I couldn't afford to pay em in here. How do they expect me to pay £200 in here?

[Inaudible] Magistrates Court . . . get the squashed can't you . . .,

So sort of on that experience, how did you feel before you got that support when you know you had to address your court fines?

I was a bit worried because I didn't want my mum to be put in the position where she had to sort it all. She (Mum) had to sort my flat out , I couldn't avoid that , she had to empty my flat otherwise the council would have emptied it for me but she (staff) helped me get a couple more weeks put on my flat so Mum could get my stuff moved. Plus she helped me with other bills, court fines, stuff like that. But she's helped me ease and not worry me and worry my mum.

So are you saying to me then that following the support that you got, some of those feelings of not being at ease have gone?

Yes, she's helped alot. I can't praise her enough.

The way I feel, when I came in here, i was worried. Not mainly for myself or about the fact I was here but the fact my loved ones were going to be in trouble with my bills, thinking when I get out I'm going to be in more trouble than when I came in and I couldn't er settle with that but since I seen L she's sorted all my bills put them on

hold, sorted so I'm not gonna lose my home. Its made prison a little easier because I haven't got that worry about the outside when I get out.

And would you say that's helped you focus on there here and now abit more?

Yeah instead of worrying about the outside I can just worry about myself being in here and getting through it.

I've got family on the outside and my partner but even so, its still been a big help having L sort things out for me. Even laisied with me so you know I'm trying to get things done through my partner and she's hitting brick walls and then L is helping. To help with that, although I have got people on the outside, its still made it a lot easier. It put my mind at rest because she can do things more official that what my partner can. Because we're not married, they wont accept things from her but because (SPARC staff) has sent forwarding letters from myself and stuff. I mean even just simple things like not having to buy stamps and (SPARC staff)'s backing up the letters that your sending out with official headed paper, is a big help and it does put your mind at rest that you're not getting in debt and you're not gonna come out you know, worse than you did when you came in. That's the biggest fear I had because like a lot of them have said you come in and by the time you get out, you're in a worse situation that you were before. And with SPARC helping, its put me at ease a little bit.

Would you say it was beneficial or not that it was the same person that was in court rather than it being handed over to someone else?

Yeah it was nice because I met (SPARC staff) when I first got sent down and then (SPARC staff) has been there all the way through since I got sent down so its a familiar face. She knows what you're like and you get to know her and I think the continuity is something good because in here, you don't get continuity.

You almost got that familiarity and that helped you feel a bit more comfortable?

Yeah that's it, there's very little familiarity in here. You know you see different people all the time and you never speak to the same person twice on a lot of things with prison staff whereas with L its always L that comes to see you.

Half the time you worry you don't know who you're going to talk to because of the attitude of some staff, not all but some but some staff. Staff like yourself, probation, I'm sorry I've never heard of SPARC but LAT, its been good to see (SPARC staff) because I said I don't want the changes I wanted to see her every time and she said that's OK and I felt comfortable. I get sick of telling one person the story and then telling someone else all over again and that's why I've been comfortable with one person, I have had her help me for 9 months so . .

SO she knows you and where you're at?

Yeah and when you put an app in, she's there straight away. There's other people, I've had to wait ages, with (SPARC staff), she comes straight away.

How do we contact you whilst we're in here?

XL

Put a general application in. Yeah address it whoever (SPARC staff) or whoever is your worker or ask the SO to contact them if its really urgent, sometimes its quicker

Well I was in Peterborough 5 years ago and I thought I was all done with this nonsense but stupidity prevails and I'm back in again but in Peterborough you can phone businesses, you were allowed to so I was able to sort everything myself but you can't do it here which goes back to what you said about this place being a bit archaic. Its all behind the times.

Even if its a supervised phone call do you know what I mean, so they dial the number and they know its definitely going through to the utlity company or whatever, would help a lot for a lot of people I think. Its not so bad for me because I've got my partner outside and I knew I was coming in so i set up a lot things before I came in but its still difficult for me to do things.

I don't really see what a criminal could gain to phone a business. I don't know what the problem is.

Especially if its the big utility companies.

[Inaudible] You couldn't get away with it could you? Its just being difficult for the sake of it.

Yeah there's always barriers in the way.

So its useful to have someone do that with you?

Yeah because if you write to your bank, they don't know I am who I say I am because its just a letter won't do anything because you need to be asked security questions and XLI

you can't answer them in the letter. One of the officers said to me well you can use the solicitors to call them up but they'd charge you 200 notes to do that.

Yeah because of the legal aid system you don't get any help with stuff.

Its a separate thing but solicitors will charge you anything for that.

So going back to their experience in court, anyone happy to share how felt after coming out from court, that moment before you saw (SPARC staff) or whoever you saw anyone? Anyone want to talk about that?

Little bit scared because obviously I'd not seen that part of court because I'd been on bail so I'd only come in the front door and back out everytime for various things so it was first time I was handcuffed and it was quite a traumatic thing, even though I'd sort of knew it was going to happen, i didn't know how long it was gonna be for or . . you know . . so you stand in there waiting. And it isa little but traumatic to be honest.

It is traumatic.

It is traumatic because its the unknown. Once you get down there and you're sat in the room, you start to relax a bit but its all the unknown of what's gonna happen next and who you're gonna see. So you know never been in the system before, its a big shock and I was expecting worse than it was but even so it still doesn't put you at ease. You know, you always expect the worst and then its a bonus . But just coming into the prison, late at might, not knowing what cell you're gonna be in. who you're gonna see. I mean my experience of the cell I was in was terrible. It was q quick learning curve.

For me its not so bad, I could adapt but probably for more vulnerable people, its not an easy time.

Back onto the court experience, because we'll go onto the prison, anyone else happy to share how felt from court room before seeing anybody?

While youre in the magistrates court cells, its awful, its terrible and then you see someone from the SPARC come along who wants to give you their time and their effort and they want to know what your problems are and they want to help you properly and its brilliant. I couldn't believe it. It was like a ray of sunshine. I thought I was on my own again.

Well I;ve been thorugh the court system no end of times so I know its like. From the age of 16 so . . .

Tell me about, I know you were sayng you cant remember SPARC but what about those feelings of being sentenced, what was that like?

It was just normal, I've been through it loads of times,.. when I first at 16, I was shit scared, petrified. Going to a young offenders place, didn't know what the system's about. I felt scared because back then there weren't nothing like that. All we had back then was probation officers back then. What more can I say because I can't remember Would it have been (SPARC staff) at court? See I would've remembered (SPARC staff) definitely.

What your experience was prior to seeing anyone?

Before this conviction, I'd only been to mag and avoided prison sentence. I came to Lincoln Crown on this last charge and my solicitor was adamant that I'd get a suspended sentence.

So *on that note, you weren't expecting custody so you thought you'd be able to continue on?*

Yeah I hadn't prepared anything. I didn't prepare myself or my bills and all that so I went to court and then. Crown court is a little more intimidating that magistrates court because you've got this emotionless judge peering at you and judging you.

At crown you can get years, at mags its months.

Yeah, so I got in there and they said all my charges and then the judge goes blah blah blah, I cannot suspend this I got 6, 3 and 2 to run concurrent. Admittedly I was bricking it when they said I was going to prison and then I got into the cells and I was like Its like great great, whats goona happen and then (SPARC staff) spoke to me and its just kind of made things seem a little more real and a little less daunting do you know what I mean.

And you're going to court tomorrow and out of Lincolnshire? How do you feel about that? Truthfully, I'm shitting it. I know I've been in trouble most of my life and that, just for petty things and now I've got a partner and I've been with her a year and its

gonna put a strain on her whereas before I didn't have her and so its gonna be hard. I had a partner years ago who left me in prison and she cheated on me so I've had a bad experience but I don't know whats gonna happen.

Would it beneficial or not to have someone there who communicates back with the community and helping you

Yeah., yeah. But I odnt think there will be. I don't think there's anything like that in Grimsby. Certainly nothing that I've seen, not at magistrates.

We spoke about contacting families as one of the things they do? Genrally speaking, is this helpful? Oh Yeah very helpful.

Yeah Yeah.

If I'd have known and it was a little bit awkward when I came in on a bank holiday and nobody could see me til the Tuesday so little bit awkward there, it was frustrating not being able to contact my partner and then she was also worried because she couldn't contact me. I knew I was expecting prison time, I prepared a bag and everything that was a little bit easier for me. I'd had 2.5 years on bail to prepare. The hardest thing my partner thought that because she hadn't contacted me that I would think she didn't want anymore to do with her which was hard on her.

You always think the worst don't you.

I'd got no contact so she's thinking that Im' thinking that she's left me. Even though she was in court because you think they automatically know but it was extremely difficult for her on the outside to find out where\i was and get that information.

Maybe something not just for us prisoners but something for the families that are in court, liaise with them as well.

So more could be done to educate families on what they can do?

Yeah or just a point of contact, you know, say you're Lincolnshire Action Trust. When someone gets sent donw or whatever, contact us, we can help you, we can find out information or whatever because she even rang the prison and they wouldn't even tell her. Just if someone gets sent down, they can contact you. For a week she was distraught, I mean I'm the one who's done something wrong not her but she's suffering and my family was suffering because there's no help for them either.

You need, its nice to know you get help out there as well as in here, so you know you're not on your own.

I mean we get really good support in here but it be helpful if you could offer that even if just in the interim just for the first couple of weeks for the families on the outside. Because like I say, I never got my phone call which In know was a problem and (SPARC staff) was addressing that and I believe she has done now but at my time, people were not getting what they should've got and as a new person, we don't know what we're entitled to it or not. You don't wanna kick off and say what you're entitled to.

We know the score but it still takes forever, took me a week to sort my pin numbers and get money.

There needs to be a lot more to help first time people in I think.

Is that a scary transition for you would you say?

Yeah.

Its like hes scared about his bills, his flat, family, they need to do more to help people because people might not be so stable when they come in because obviously you've seen it yourself on the wing, some people are off their bloody heads when they come in .

Yeah I mean I'm on medication for depression and stuff and I made sure I had enough to bring in and all that was all confiscated and it took me nearly 2 weeks to get my medication and its not supposed to stop then its another 3 months before it gets back into my system. You know what I mean, I'm only just starting tog et sorted. Simple things like that that need addressing, if you can get someone to help address and emphasise with staff these certain things need to be addressed quicker. Probably more help for those who have probably need medication and have mental health issues to get their medication sorted a lot quicker because with the stress and everything of coming into prison it plays on your mind alot.

Did you feel that even though (SPARC staff) wasn't part of healthcare, that she was somebody you could go to , were you able to share those types of concerns with?

Yeah it was a little bit difficult in terms of bank holiday and it was longer for people to get to see me, it was probably a week before people could get to see me. I was in the

system but not in the system if you know what I mean but I think it would have been beneficial to pass that message on the the right people because you don't know who you need to speak to . . you know if it wasn't for one of the officers on constant watch . . . I mean I broke down pretty much because they conditions in the cell, an officer helped me but not all officers are like that. If I was more vulnerable and probably hadn't come across her, it could have been more serious. It would be a big help

So for you, you said you weren't expecting prison, was it useful for you that she was able to contact your family if she did so?

Yeah it was useful to contact my family because my Mum didn't know I was coming to court , I thought I could get away with not telling her. My Mum didn't fin out the prison didn't sort out my phone for 3 weeks after I came in. So it was a lot better to have someone to do it. I didn't ask for it because I thought my phone would be sorted but I wish I had. It would be helpful if SPARC could help you see the GP. I'm epileptic and it took nearly 2 weeks to see the GP and get my meds.

So if there was more that we could do to liaise with healthcare to get those immediate things sorted?

People like you should be there at reception to meet you. That's what you need.

Some of you will have had ongoing support around debt and housing? What was helpful if it was?

My biggest debt was legal aid and the way they pursued and keep pursuing now which is a nightmare, my partner can't really do an awful lot. (SPARC staff) has been

absolutely fantastic with it. Its a massive worry but its taking a lot off my mind knowing someone is there and making steps because sometimes they wont accept letters from you because it needs to be on headed paper which obviously you're not allowed so just the simple fact of (SPARC staff) sending a letter accompanying your letter has done wonders. There was a few other issues with debt, stopping my mobile phone which is ongoing at the moment.

So when its supported by things, rather than just a letter from you, backed up by SPARC then its taken more seriously?

Yeah it carries more weight and it lets the other prison know you're in prison and not just pulling a fast one. Yeah because we cant get headed paper, it just reinforces it and then just simple things of not having to buy a stamp or envelopes to send because your money doesn't go very far if you haven't got any money from the outside, especially in your first couple of weeks, I mean its a nightmare to get canteen because you have no money at all which then again some people could take advantage of, you're getting into debt because vulnerable people are paid and it snowballs and then you never get put of it because of the little amount of money you get. I mean like (SPARC staff) and that said don't borrow, don't get tattooed etc etc which it might seem quite basic things and common sense but if you've never been in the system you don't think about it. You need to know the rules pretty quick which goes back to what we were saying that a little book might be helpful, like an insiders guide biut of wisdom, little bit of the slang and stuff. You can get ribbed for calling them officers

not screws and that can go against the grain and it can put you in a position of hatred. Its core stuff, it might seem trivial but trivial things matter in here.

Its like you never listen to inmates. You had (SPARC staff) explaining the rules when you came in. If that had not been in place, where would you be now, you know? Yeah you'd have been asking inmates for advice.

There are a few you can asks but until you know they're in a trusted position you don't know who to contact unless they contact you first. I mean I was quite lucky because the did contact me because they're older people they're quite keyed up, the ones that are in the positions to help but if you don't know who to go to, it does help having rules explained to you before you come in.

Was there anyone else who found support around housing and debt?

Housing benefit things was good. I work for myself but top up of housing benefit and I thought that would stop but when SPARC said could still get it while on remand that did ease my worries a bit. That was very good, I didn't know that. It was like a ray of sunshine again. It was incredible. It just come out the blue, its just good news that you just didn't even know existed.

So having that library of knowledge on your individual needs? Yeah

And did it feel individual? Yeah.

Thats one thing with SPARC the staff in general from LAT they do help you with your needs, its very tailored to you which is quite nice because generally everything is just a L

general, you're a person, youre not even a Mr in here whereas staff from LAT treat you like a human which is a big think I think.

Although she didn't mention the bills but she's been busy. Now that I know that can help I'm going to ask for that.

Could be more to advertise things they can help with?

What could be done with it is a little booklet of who they can contact and how they can help with particular things and who they can contact. Its down to the phone company how they react and she sent letters asking for contracts to be stopped temporarily and I got 2 different replies. EE suspended my account and as long as I pay the money I owe before I came in, it will carry on without further charges whereas O2 basically sent me a cancellation things aying I have to pay £400 to canel the contract.

(SPARC staff)'s helping me with my phone and we've got a different story but because I was pout of contarct its a different story. They're willing to let me pay once I get out.

Prison wont do that on headed paper. The prison tells you to tell the company to ring discipline but no company is gonna do that.

The weekly letters you get for free, the prison are supposed to stamp it

Yeah but you don't even get your prison letters in here. People haven't had weekly letters for months.

LI

People don't get what they're supposed ot in here, some people haven't had weekly letters for months and that needs sorting out. I know thats nothing to do with SPARC.

Its like when I came in, bailiffs sent me letters saying that they were going to come here, I mean what they gonna get here, me telly out my cell? And (SPARC staff) helped me, she rang em up and explained I was here and they wanted proof that I was in prison but they sent a letter to prison but they still wanted proof so (SPARC staff) had to send them a letter explaining he's in prison. My Mum paid it in the end but (SPARC staff) helped my Mum sort it out. If hadn't have been for (SPARC staff), Id have been in a lot of stress plus my Mums 63, shes not getting any younger so I didn't want my Mum to be stressed out over it all so (SPARC staff) helped me plus speak to me my Mum to help me sort a lot of problems.

OK so lets focus on what can be improved? E.g identity, or around what services?

They should have posters on the walls in the cells. They do in the reception, you need all the info in the cells itself. Like if you go to prison, help like yourselves, you know if you've got it there in the court as well.

Or when they give you the induction booklet, they should give ou one about LAT as well.

Probably make it aware of the help. If the prisoners at pre-sentencing stage it would be nice for you to be able to give families something to say if anything happens, we're here initially for both sides because my family didn't know about it. It wasn't until I

got into the system that I knew about it. It would have been beneficial if I'd have known, even a couple weeks prior to sentencing.

And we've been talking about the practical things. What about the less tangible stuff? Person to a person did you feel that was apparent?

Yeah. She was completely interested in what my worries were. It was genuine concern and that was hugely appreciated.

Yeah a genuine interest. You feel that theyre there to help you.

ts assurance that she would do her best for you.

Whereas some of the officers here. With SPARC you can see she's listening to you.

Yeah.

You can see she's understanding what you mean whereas some of them like officer X . hes OK but others like Officef Z will just kind of roll your eyes and not listen. Half the time they don't even remember what you've said.

Everyones different. It is difficult to get things done.

Keeping back onto court, what we can do?

I feel that you should have a poster in court in cells in magistrates and crown to explain everything. Explain like if you've got any money worries, family don't know you're coming to prison then let us know. As soon as you get in reception, if you need the help, to be there for you. Obviously coming and not having nothing.

Someone in reception thats not an officer would be nice. Obviously times and funding and stuff is a restriction but it would be no nice to see someone that's independent of the service and know and tell you like this is what you're entitled to while you're coming in and helping you follow up.

And I imagine at sentencing and you didn't even know, I can only imagine theres a lot going through your head and even whensomeone is telling you, it could be in one ear and out the other?

Yeah there's a massive amount of information piled on you and you cant always take it all in, your heads all over to be honest. Even if someone is well educated, its a massive amount to take in.

Its like when I first come back, because they know you, they judge you before you even get in that room. As soon as they found out youre going on E wing, they're not interested, they don't want to help you; apart from people like yourselves, you don't judge people on what they're here for. I think they need more help in reception.

I mean when I came in, they asked me whether I wanted to be on a VP wing, Id didnt even know what VP was and I didn't know what they were talking about and I should have been automatically put in there. They didn't explain it, I just said yes.

For me, they asked me about being on the rule. I thought what's the rule? I had no idea.

That terminology and the jargon . . . they just expect that you know what's coming, what the rules and regulations are and what everything is.

In the induction book, there's nothing about LAT in there. At least nothing helpful. It would be helpful with a separate booklet with what LAT can do for you with their capabilities and how they can help. It be helpful could have one of the more trusted prisoners that's been in a while to explain the jargon and kind of unspoken rules.

The information in that booklet is also out of date. Yeah I got this when I was in SPARC. It was one of the first things I got. They say there's a lot to take in and this is to help you. I didn't get one til reception, it was all torn, ripped out, half of it was missing, it was not even 6 pages when I got it. *Yeah book is out of date*. Perhaps a prisoner on the wing, a representative

OK, so we need to improve that book. It includes the jargon, the wisdom and things to look out

Perhaps a prisoner or wing rep is informed of someone new coming in and then they get to see you first, come and see you and say they're representing LAT and this is what they can do.

I'm worried about telling other prisoners. You don't know who to trust. I still say it should come from a staff member.

Maybe more about the jargon. When I came in I had nothing, no money, no juice, no nothing, reception don't even tell you when you get your smokers pack that its taken out the money you brign with you. They don't tell you you have to pay for it.

You think its to help you get started but its not you end up have to pay for it later on. In a way they're putting you into debt before you even get going.

LV

I borrowed some juice and a bit of burn when you came in and someone got it for me and then we that'll be double bubble and I didn't even know what that was, it was double back so and I know you're not supposed to trade, it happens regardless.

Say we had a magic wand, some of the inital interview, we answer questions, make referrals to addaction, healthcare and re-vist day after arrive, if we could do anything, anything else we should be doing?

Set us free.

Havent got enough time to say everything but I cant praise enough for what you've done for me.

Same here.

But people that are new in, I think they should get more information.

Do we agree or disagree that SPARC should be avialbel in all courts?

Several voices . . Yeah.

Oh yeah

Because no matter what prison you go to people need support. Everybody going to court or prison is obviously facing the same situation and therefore they should have some sort of help.

Should it be available in reception for everyone inc transfers?

Several voices Yeash

Yeah I believe it should be. Because like other prison don't run this service, even if you're already in the system, you wont know. [inaudible]

When I'm transferred its gonna be a problem. I went to Peterborough and its private and its run properly and professionally and I came here and its completely different. Lincoln prison has their own rules and people need to know on the way in.

Each prison has their own different rules and their own things.

See, we are convicted felons and life should not be easy for us because that's justice but if you're gonna have a life afterwards, you know . . its the simple things. You've gotta be able to maintain whatever life you have out ehre, otherwise there's no point leaving. The trouble is the punitive sentence doesn't stop once youve left here, it follows you. If you don't get the help you need, do you what I mean or your in debt, it spirals when you get out you end up in a lot worse situation because of debt, losing a home. It can put you in a worse position and you can end up coming back in because of debt.

Well I'm worried about when I get out. I'm worried as well, even though I've got family that have stood by me. Its still gonna be a horrible transition to come out. I've got a year and half to go but its still in the back of my mind.

But at least you have a bit of hope, being able to keep in contact with people because I mean what you do is helpful not just for me but for my family as well.

See that whats we're trying to drive towards and making it better.

Is all this what we're doing just a trial run to see if it works?

No we at the stage of we've done it, what can we do to make it better.

I've not heard anything from Shelter housing yet and I've got nowhere to live and its daunting. I know of other inmates having similar issues with the housing side of it. Coming to see you 2 weeks before you get out, you can't arrange anything in that time.

I know someone who's getting out Fri and he only got seen a couple fo days ago. They've left it til the last minute but I don't know if theres anyway LAT can help in that side of things as well.

Fair enough its our fault for coming here when we get here but that should end. They say they want to help us and rehabilitate us but they're sticking us back in an environment like a hostel.

1 or 2 words to describe SPARC

Very helpful

Reassuring

Cant praise them enough

Help been brilliant

Plus easing my family

Not worrying about what debts I've got.

I'd have been in a lot of debt.

Say they gonna do it, they actually do it. Rather than just saying it.

Trust

Say they'll let you know and they come when they say they will

Give a piece of paper to say what's happening and when they're next gonne see you. Action plans help, got something to refer to,

Nice to know you've all got a copy and its written down. Whereas the guards just forget.

Reassurance

Wont forget about it

Friendly face

When I first met them I thought or its just prison but no, they've helped me a lot and the paperwork information is proof.

When I come in there was a lot of courses and I wanted to further that, when you get here there's English and there's maths.

Plus you need to do book for different orientations in different languages. Its daunting for them too.

Anything that anyone wants to add?

Just how well so far its going. Its good. I mean even just doing this shows you've got an interest in what we want and what we needs. You're better in the service.

Without you lot, I don't think we would have got any of our debts and stuff sorted or whatever things that people have got.

Yeah I mean even for me who has people on the outside it is appreciated. You're a big asset.

If it wasn't for (SPARC staff), I'd be going to a bail hostel or somewhere I'll homeless, now tomorrow I'm going home to my house.

Focus group 2 SPARC

Can anyone tell me what they remember about SPARC or the service you got?

Just answered you questions and asked you questions like if you've been in before.

What was that like? What that felt like?

I'm used to it.

It was my first time. They just asked me andthey fill in some paperwork, asked if I was suicidal and stuff like that. I don't remember that much because I was a bit dazed, alot going through my head.

What about you guys?

Yeah that was basic questions, do we need any help like finance, housing. Just quite helpful anyway.

LX

More or less questions about houisng to help you keep away from reoffending. Like helped me, I'm addicted to alcohol, they help about my script to continue in Peterborough. [Some inaudible] Kept me busy.

I was upset first time. I was proper upset as it was my first time.

So that was after you'd been sentenced and then you saw SPARC

Yeah then I saw SPARC. I was too much upset to speak to so they gave me the forms and they spoke to me the next day when I was here.

So they came and saw you the next day.

Came and saw me the next day and followed through. *How was that*?

It was alright, i was calmed down a bit more. Bit more ficussed.

F*irst impressions of it* of the service?

Helpful

Impressive if someone is helping prisoners to sort problems outside.

Its good on the outside as well. I've worked with LAT a lot. They've helped me a lot on the outside.

I didn't really know what it was to start with but they came back to see me a few times to try to get like proper phone calls sorted to sort my business stuff out as I didn't know I was gonna get sent down.

You didn't know? No *So you weren't preparedin your own life*?

No i had contracts in my business and stuff and no one knew what happened. They came and saw me about 3 times and went though my finances stuff and talked to me about my business stuff and managed to get me a proper phone call in the wing office. It took a couple of days as it was busy and some of the guard weren't very helpful. Then they pushed and we did it and they came about a week later to make sure all soted.

Do you think it would've happened without SPARC? No, coz you didn't really get an induction or anything. None of my family knew like my priopsn number or anything. SO apart from my own letters, they knew nothing.

Did your family know you were going to court? No.

Helpful to have someone to help with those things?

[some inaudible] Yeah it was very helpful. I was lucky to have someone to help me. She was making it easier for me to move on with my stuff. When out, there's a lot of challenges on stuff but in here, she's been by my side and it made things easier for me.

Everyone seen saw same person in the prison as well?

Yes.

Yes.

Yeah

One person, No

Was that a good thing to see the same person? S[everal voices] Yeah. Yeah because otherwise it gets passed on and it gets passed on differently but its best talking to the same person.

Like when you first come in, you fill in loads of different forms so I was a bit lost as to who SPARC were.

Plus they tell the screws and SOs and that to warn them if you feel upset or anything, that's a good thing. If you're upset or anything, then the screws can look after you.

So has it helped you in the environment you're in?

Yeah

So has it helped you in prison?

Yeah

In what way?

I have finance like a car and also L helped me to contact my workplace to tell them I was in prison as I was afirst line manager and I was expecting to be next morning at work so she helped me to call my work to tell them and she also helped me write a formal letter to them to tell them I was in custody and they can expect me back on that date. And also my car finance which is about £200 a month and i needed my mrs work and that with the children and I need my Mrs to help me take over the finace.

DO you think those things would have been more difficult if SPARC weren't able to do it with you?

Yeah because I wouldn't be able to do it on my own, not a chance. Now my Mrs can pay the finance £100 instead of £200. My Mrs took it over the finance and she's now in charge of it and she said my partner is in prison so they dropped the price until my custody finishes. *Member of staff to back you up in the prison, that might have made it easier? Need proof in prison*

Did that help you be able to focus on other things?

Yeah of course, she also helped me to organise my first visit. It was my first time in prison and I was quite upset, I didn't understand, I didn't realise and she told me a lot, helped me a lot of things. She really helped me do the first visit. Even things she not supposed to help me with, she did. It was very helpful

So she went above and beyond what you expect her job to be?

yeah.

What about you guys?

Everytime I've been to prison, its routine for me.

Can you remember a time when it wasn't there.

I've not seen no different but I've been in a few times. For people on first time in, rather they speak to them to help them because they don't know what to expect.

What about you guys?

I think it helped knowing that if something really needs sorting out, I can speak to someone who really listenas to you rather than someone who . . you go to officers and stuffand that who fob you off.

Difference between officers?

Yeah. You're making more work for them. I don't know how you get anything done in here. You've got someone you can speak to and they actually genuinely try and help you rather thatn just saying they are and you never hear from there again.

So if if you told SPARC something, would you trust that it would be followed up?

yeah from experience.

Would you? If said they were gonna do something? Yeah

Yeah, they put themselves out more. Becasue its there job whereas the officers it like youre making more work for thwm.

[parts in audible] You're giving your problems to them and they are kind and I'm grateful. *Trust is more in the service? OK*

Has anyone been to a different court where they haven't had that service?

Yeah

Or what about when been in before?

First time was dreadful. I was Bricking it. It wasn't round here Went to a north London jail, different kettle of fish. *So when they said you'd be sentenced . . .?*

My heart dropped when sentenced. Totally different. I didn't know what to expect. My brother has been in before but my heart just sank. Its totally different

Was there any support in place between you getting to prison. Anything that supported you through that ?

Not really.

Would it have helped if there was?

Yeah.

Why?

Because you sorta know more what to expect.. How you're gonna deal with things, how you're gonna do certain things. It would've helped a lot, instead of just chucking people inside and expecting them to deal with it. There's problems that you gotta deal with when you get out like your accommodation, your jobs and that. You do need that help.

You take an Action plan – they take a copy – is that useful?

Yeah.

Why? Because you know they've got it written down. Like we said before the officers say they'll come to your cell but they don't even ask where you are, they don't write it down.

Its more something to look into doing as well when its wrote down, its like a to do list and it focuses you.

Its professional. *And does that make you trust the service more?* Yeah [several voices].

How did you feel after you'd seen SPARC? Better?Worse?

I always look at it as like an advantage. As soon as you see someone from LAT , it always puts a smile on my face, you know you've got someone sort of next to you.

It does make things a lot easier.

Someone to say of relief.

Someone to share problems with makes you feel a lot better.

Same

I was relieved when I saw them because I was proper stressing about it coz i was still in like outside mode and just tying up loose ends and that. Just relieved. It was good.

They contact your family if they need to and your job and so hopefully you were given the opportunity for them to contact your family for you, was that helpful?

[Several voices] Yeah.

Yeah like when I got remanded, my phone credit didn't go on for 4 or 5 days afterwards. If they didn't make the phone call for me, no one would have known for 5 days that I was in jail.

I've got children on the outside and for someone just to disappear off the face of the earth, its not right is it?

What about you?

They gave me a choice to ring my parents, I went no but I didn't want them to but they give you choices if you want it.

So it was good you had the options and for you it wasn't right?

SO some of you would have had ongoing support around debt and housing?

Yeah they did offer and then they referred me into someone else and they came and saw me about debts and stuff.

I got referred to mental health and doctors and stuff as well.

They helped me cancel my flat and sort the job centre and get my property out the house. It was very good for me. They helped me filling forms. They helped me chase things. Good thing that was there for me.

So how could we make it better?

I think its important and helpful but only thing is how to get in touch because have to wait until someone comes to you.

You have to writegeneral app in and then wait for someone to get in touch with you. Sometimes up to 2 weeks coz the app goes to somewhere else and somewhere else. Can improve if its possible but don't think they can improve.

I don't think they can improve because its so far so good. [Inaudible] To always come and get feedback from them.

I think some more written stuff when you first come in coz I didn't really know what it was different to the prison and stuff, thw whole Action thing. I was given something about the prison but I didn't know about the LAT thing, it took me a few days to work out they were there to help me, like some brochures and that would have been….

I got the prison brochure and its 100% opposite to what it says – all like the unlock times, its all wrong.

You read through the book. There's nothing in the book that happens in this jail.

You look in the book what time your cell is going to open and its different.

So in your first couple of days and its not happening how does that make you feel?

You feel lost. Theres so much different in this prison and you think this is supposed to take place and its not. It tells you about courses but theyre not on, they've not got the funds. None of them were available. You read through the book and think this is supposed to take place and it doesn't.

Was there anything in there useful? [Several voices] No.

SO apart from getting the things right, waht else could we put in there?

General handbook of how to do stuff, like general apps. I didn't know how to do that, Getting into contact with people, how you did your healthcare, your post. General regime, something to read rather than trying to ask guards as they don't know. No one seems to really know stuff.

Does it feel like there's not really a black and white answer?

Yeah.

So what else to make it better?

I don't think there is myself because you look at the Governors who are just inside. anything else to make better because LAT are inside and outside which is good because they help you when you get released as well. I've built up a lot of trust with them. You can talk about anything. They're not one of these that's gonnna tell you'll they'll help you, then not they'll stick to their word.

If someone could come round and talk to you every sort of couple months or something because people get left on their own to deal with it and don't really reach out. People more likely to reach out if ask couple questions and reintroduced themselves.

I agree. They say your offender managers are supposed to but I've never seen mine.

I've been putting so many apps in to see my Offender Manager and you get an app back 'regarding what' and you think oh come on

Do you think that if you put an app in to see someone from SPARC how quick and is it quick enough?

I think they'd come and see when they said they've come and see you. If they've said they'll give you an answer, they will stick to it. They will come and see you. If you put an app in it takes about a week. It's stressful sometimes if you don't know when they'll

come because you need sort out things quicker because you're in prison. But if you did put an app, they would come and see you.

[inaudible]

SPARC currently sees pope in court cells, do initial interview, make referrals to people like addaction and healthcare and should visit everybody the day after.What else should they do?

I don't think there's anything else they could possibly do. They do everything the governors do. They do it in a day whereas the governors would take 6 months. If it was left down to the workers in the prison, we'd all still be waiting now.

Is there anything that SPARC could do that perhaps the prison couldn't?

It feels like SPARC do it more than the prison.

Yeah I agree

All the time working with SPARC, they be helpful, every time they come and see me, its such a relief that she came to do it.

Can you give me example of going above her job?

Let me call my boss from office phone, help me do my visit form, tell me how to do and when visits to and she agreed to help me fill the form out, she asked when the visits are free. Even SO asked why you helping him? Why is he different. We had awkward. . .

I think like if I was struggling personal issues, mentally or anyting like that, I'd talk to SPARC because I know they'd go out of their way to help you like on the course, seems like they give a crap.

More with families of people, more we can do with them?

If my family had someone on the inside they could talk to that knew how I was doing, that would be helpful. People try and ring but the prison wont speak to them.

I agree there should be someone inside that families can speak to. When I first came in, my parents tried ringing the prison and they're just a number.

Do you think its well advertised in the court? Is it obvious?

No i didn't know anything, they just appeared in the court.

Yeah she appeared in the court and she said I'll see you in the prison and I was in my cell and she was there.

I reckon the court should tell you about SPARC, you know when you go to the cell and they're sorting your stuff so it helps you out. Yeah if they told you before, even if you're not gonna get sent down, at least if they know about it, they're not gonna get as worried about. . . especially if first time. You'r thinking shit.

Coz you see on TV that they all get beat up all time. Thats what people think of

So could we do more to help with that for new people before you go in?

Its still scary even coming this time and it doesn't matter if one time or 100 times, you absolutely crap yourself, that first couple weeks always the hardest.

If we did something like this is what prison life is like this is the culture, this is what we can do, we want you know you'll be OK and that reassurance…? just more information, somewhere we can find information,

Or a video or something. If you go to court, look at a video about it.

They do it in some prisons. It was useful. You watch something for half hour and that tells you more than you learn in induction.

When you're sat waiting to go up to court, so you know.

Visual things like pictures?

yeah because people can't read.

Better to have something like that or someone personal?

Someone on the wing to talk to. When i first came in, it was just all the guards just expect you know stuff.

[Inaudible]

Its rules as well. First thing you do, is have cigarette, you have a cigarette on the landing next thing is you're getting a warning. Theyre telling you off for things you've not been told not to do. They tell you things like its obvious.

So is your indcutiuon good enough?

[several voices] No

[Except one] – first time in prison, the officers send me in a room with another prisoner and he spent an hour with me telling me about prison and tobacco, he

explained to me before I even went in prison (in reception). I already knew what to expect. He told me like if you gonna borrow, never borrown baccy, you'll never get it back, canteen spends is always limited and things like that. Told me loads things like private cash and how much on canteen. [inaudible]. That was really helpful.

So if more info given to you like in a book, people less likely to get into trouble, debt and better understanding? Yeah.

If you are in prison and you think you have £200 in your pocket and want baccy you thinks its OK to borrow as you think I have £200 in cash but then canteen comes and is limited.

Should it be in every court?

[severl voices] Yeah

In other courts, there's different things, different sort of services that do things. *SO shall we say that every court should have a service about Making you feel better, addressing problems hthere and then, prepare for prison, mentally, practically, emotionally?*

I think it should all be linked, should be all same organisation doing it across the country. Like if you are far away from your family maybe try and get transferred. You're not trying to get things sorted with different organisations.

Should it be in reception for everyone, so even transfers?

Yeah [several].

Know what to expect at this prison. Every prison is different?

[inaudible]

You always get the same sort of help.

Anything more we could do in reception?

No

1 or 2 words to describe SPARC

Trustworthy

Reliable

Helpful

Put at ease.

Genuine

Anything else?

Good if have own mailbox on wing, stuff that went straight to them coz I don't really trust.

At the moment all goes in general apps box but if SPARC had their own one, it would be much more better.

And this is what its about, its you guys using the service and we want to know.

Appendix 7: Focus Group Iterations

SPARC thematic analysis initial coding

Don't know system when not been in before 1	Short interaction but helpful 1
Differentiate between SPARC and guard 1	Providing information puts at ease 1
Immediate support 1	Difference between SPARC as helpful and guards1
Worry about practicalities of finance and home when come in 1	Worry about losing home when first come in 1
SPARC put Housing benefit in place 1	SPARC stopped from being homeless 1
SPARC support meant could return home 1	SPARC put hold on finances while in prison to prevent debt 1
1st impression SPARC part of prison	1st impression different to later portrayal of help
Offer of help = relief 2	Need small info book to tell about what can and cannot do 2
Expectation of new prisoners to know things 2	Different language used in prison and new people don't know it 2

Not knowing language makes new prisoners feel lost 2	Need pocket sized book of info 2
Finances are an issue while in prison 2	Contacting bank can be can issue 2
Prisoner can deal with the punishment but sorting the practicalities is hard 2	Phoning bank is needed over writing to them 2
New prisoners need address information to empower them to sort some things for themselves 2	Information about phone numbers for utilities and banks is needed 3
Internet used by officers to get info in other jails 3	Easier to get info in other prisons 3
Hard to get simple info inside prison compared to outside 3	Blocked out memory of court as not expecting prison 3
Not familiar with SPARC from court 3	Remember LAT as a whole rather than specific SPARC project 3
Vague memory of court and SPARC 3	SPARC helped a lot in prison 3
SPARC sorted financial issues 3	SPARC got outstanding wages paid 3
See lots of people in prison 4	Vivid memory of handcuffs at court 4
Remember officers sorting personal items after court 4	No separate distinction between SPARC and court staff 4

Pros and cons of moving to another room to see SPARC 4	Different experience depending on whether been in prison before or not 4
Not knowing what will happen if not been in before 4	Members ask about availability in other courts 5
Can travel to court in other areas 5	Need continuity of support if going court to court or prison to prison 5
No continuity of SPARC support when move to another area. 5	No continuity of SPARC when transfer 5
SPARC as helpful 5	Didn't know about SPARC before sentencing 5
SPARC contacted family from court 5	Info to family immediately meant letter day after arrival in prison 5
Even if partner in court, they still need info about location 5	Telephone call not received in reception 5
Family contacted the same day and given prison address. 5	Immediate info given to family 6
Important for family to get prison address to write letters 6	Consequence of family being contacted by SPARC = letter and visits 6

Contacting family by SPARC got "ball rolling" 6	Didn't know what entitled to in reception 6
Impact of no telephone call is long standing 6	Reception telephone call seems quick 6
Doesn't matter who contacts the family, as long as someone tells them where you are 6	Court is more pleasant than prison
Procedures explained at court e.g. reason for handcuffs 7	Nothing explained in prison reception, orders given 7
Difference between help at court and abruptness in reception is hard 7	Lincoln is not up to date as a prison 7
Some prisons allow cash to be sent in 7	Facilities (TVs) old at Lincoln prison 7
Lack of facilities = prison is behind the times 7	Can't specifically remember SPARC 7
Never seen agency in court in past 8	Quick and abrupt when no support agency in court 8
SPARC sorted financial issues 8	SPARC sorted utilities 8
Getting practicalities like finances sorted impacted positively on family too 8	Help me, help my family 8

SPARC helped get court fines on hold until release 9	Expectation of courts to pay fines while in prison 9
Burden on family lifted through SPARC support 9	SPARC support meant belongings were saved 9
Support with variety of finances 9	SPARC helped feel at ease – less worried about family 9
Grateful for lots of support from SPARC 9	Worry for family having to sort finances when come to prison 9
Idea of prison time making more trouble when released if not helped 9	Sorting finances meant prisoner kept home 9
Sorting finances and housing makes prison life easier 9	Sorting issued means don't have to worry about release 9
Don't have to worry about release, can concentrate on prison 10	Need help in prison even when have family support 10
SPARC can get further with agencies than family can 10	SPARC help has put mind at rest 10
Official contact with creditors through SPARC 10	Not being married makes it hard for partners to advocate 10
Sending official letters to creditors helps 10	Not getting into debt outside eases things 10

Sorting finances prevents people from coming out of prison in a worse situation than when went in 10	SPARC help has put at ease 10
Met SPARC immediately after sentencing 10	Same person to support all the way = familiarity 10
Get to know each other (prisoner and SPARC staff) 10	Continuity of SPARC is in contrast to lack of continuity in prison 11
Familiarity of SPARC in contrast to lack of familiarity in prison 11	Don't like change, like continuity, makes more comfortable 11
Continuity means not repeating self 11	Immediacy of support in prison 11
Can contact SPARC through app or ask SO to ring 11	No ability for prisoners to phone businesses 12
Lincoln not up to date with practices of phoning agencies 12	Don't mind that phone calls to agencies would be supervised 12
No business phone calls is a barrier to sorting things 12	Necessity for telephone calls to bank over letters 12
Can't use solicitors to contact banks due to costs. 12	Fear of unknown at court RE: location

Fear of unknown at court RE: how long in prison 13	Having handcuffs on for first time = traumatic 13
Fear of prison even when expecting it 13	Unknown = traumatic 13
Fear of unknown RE: events and people 13	Fear even when expect to get custody 13
Expect the worst at court 13	Fear of unknown RE: experience of cells 13
Early experience of cell = terrible and led to breakdown 13	Vulnerable people find it harder to adapt than others 13
Have to adapt to new environment 13	Unpleasant at court 14
Seeing someone from SPARC improves court experience 14	SPARC give 'proper' help and listen to problems 14
SPARC makes feel less alone 14	Court is normal if been in loads of times
Scared on first time in court due to not knowing what to expect 14	No support when came in on first time 14
Solicitor advised not likely to get prison so not prepared 14	Financial consequences if not prepared for prison 15
Feelings of judgement when in court 15	Lack of emotion from judge 15
Fear of prison when first got sentenced 15	Court is scary even when been in prison before – 15

Fear of family and relationship consequences from going to prison 15	Fear of unknown RE: family 15
Beneficial to have someone communicate what happens in court to family in community 15-16	No support in court in other areas 16
Contacting families is helpful 16	Frustration and worry result from lack of contact with family 16
Being prepared for prison makes it easier but still hard 16	Impact of no contact with family is hardest thing
Not having family contact made both sides think relationship had broken down 16	Imprisonment is a difficult experience for families too 16
Families need support and information in court too 16	Families need to know about SPARC before court 16
SPARC is needed as an information source for families too 16	Hard for families to get information from the prison 16
Families are punished too when there is no contact 17	SPARC support means not alone 17
Families need support too 17	1st 2 weeks is critical time for families as well as prisoners 17

Issue of prisoners not receiving telephone calls in reception has been addressed 17	Don't know what entitled to when first arrive in prison 17
Even when experienced in prison things still take time 17	Help should be prioritised for first time people 17
Scary coming to prison 17	Fears about practicalities like housing and finances 17
Lack of stability in some people when they come to prison 17	Medication confiscated on arrival 18
Interruption to meds and takes time to get back in system again 18	Delay in getting medication on arrival in prison 18
SPARC advocacy needed to get medication sorted 18	Lack of medication adds to an already stressful time 18
Bank holidays are more difficult to access things in prison 18	If healthcare messages are not passed on, wider consequences 18
Bad cell conditions contributed to breakdown 18	More issues for vulnerable people 18
People don't always tell their family they're in court 19	If knew phone PIN would take so long, would have asked SPARC to contact family 19

Need SPARC to advocate to access healthcare faster 19	Legal aid -= big debt issue 19
Family can't always help with debt issues 19	SPARC support with debt was positive 19
Weight off mind sorting finances 19	Official letters sent from SPARC were needed
Official letters make a lot of difference to addressing debt issue 19	Various debts addressed inc mobile 19
Official letters are needed for debts so prisoners can't sort their own debts 20	SPARC sending letters means own £ goes further 20
Getting money on canteen sorted at first is hard 20	Prison debt spirals due to lack of money initially 20
Need info on rules straight away 20	SPARC gave info on basic things 20
New prisoners need help with language 20	Language difficulties can cause problems
Trivial things become important in prison 20	Advice needs to come from staff rather than prisoners 20
Some prisoners in trusted positions do give useful advice 21	Being given rules straight away = good 21

Practical information about housing benefit was good 21	Getting information about housing benefit relieved worries 21
SPARC knowledge gives unexpected good news 21	SPARC provides individual needs led support 21
Humanistic approach 21	Info is needed about who SPARC can help contact 21
SPARC sent official letters to mobile phone companies 22	Mobile phone providers respond differently 22
Due to SPARC letter, allowed to pay mobile phone charges once out with no further charges added 22	SPARC helped sort mobile contract so I can pay once out 22
Need for letters on headed paper 22	Don't get prison letters as should 22
SPARC dealt with financial issues regarding bailiffs chasing while in prison 22	SPARC intervened to stop bailiffs sending letters 22
Official letter sent to bailiffs to prove in prison 22	SPARC helped family to sort debt too 22
Stress and worry about family if not for SPARC debt support 22	SPARC helped family sort financial problems 23
Helping family lowers stress in prison 23	SPARC Publicity in court cells is needed 23

Need to publicise that support is available in court 23	Need separate LAT booklet 23
Need to be made aware of help before sentencing 23	Need to advertise help for prisoners and family 23
Only knew about SPARC once in the system, need to know before 23	Genuine concern and interest from SPARC 23
Feel SPARC are there to help 23	SPARC assurance they will do their best 23
Difference between officers and SPARC is that SPARC listen 23	SPARC understand and remember unlike some officers 24
Need information in court to explain the support available 24	Need to publicise family and financial support 24
Need to be there in reception 24	Feel as though have nothing when arrive 24
Need someone independent in reception 24	Need someone in reception to help tell you what you are entitled to and help follow up 24
Lots of information at once when get to prison = hard to take in 24	Officers judge in reception 25
SPARC as non-judgemental 25	SPARC needed in reception 25

Unfamiliar language used in reception e.g. 'VP' 25	Unknown language in reception e.g. 'the rule' 25
Expectation of prisoners to know language and rules 25	Need another prisoner to explain rules and language 25
Up to date induction booklet needed 25	Need separate LAT booklet to explain services 25
Prisoner reps to go and see new people on arrival 26	LAT reps needed 26
Concern about discussing things with prisoners rather than staff 26	Need help with language in prison 26
No explanations given of owing money for smokers pack 26	Smokers packs put in immediate debt 26
Trading happens when first come in and leads to debt 26	Unknown language used RE: debt 26
Can't praise SPARC enough 26	Emphasis on giving information to new people 27
SPARC needed in all courts 27	Support needed in all courts as everyone in same situation 27
Support needed in reception 27	Transfers in need help too 27

Transfers not aware of LAT help 27	Every prison has different rules and people need to know straight away 27
Help inside impacts on life after prison 27	Punishment doesn't stop after leaving if not helped on inside 27
Without help with finances, things end up worse outside 28	Risk of coming back to prison if leave with debt 28
Release is a worrying transition too 28	Keeping in contact helps 28
SPARC helps families as well as prisoners 28	Not hearing anything from resettlement is worrying 28
Resettlement support is too late 28	Resettlement not seeing people until the last week 28
Request for SPARC to get involved with resettlement 28	Punishment should end after prison 28
Hostels don't help rehabilitate 28	SPARC as helpful 29
SPARC as reassuring 29	Can't praise enough 29
SPARC Eases family 29	SPARC helps with debts 29
SPARC stick to promises which leads to trust 29	SPARC do what they say they will 29

Having written action plans gives something to refer to 29	Writing things on action plans means it's not forgotten 29
SPARC as a friendly face 29	Initially associate SPARC with orison then realise separate and helpful 29
Lack of courses in prison 30	Need written info in different languages on arrival 30
Doing feedback group shows an interest in prisoner wants and needs 30	Issues would not be sorted without SPARC 30
SPARC helps even when prisoners have people outside to help 30	SPARC as an asset to the prison 30
SPARC prevented homelessness and allowed to return to home 30	

SPARC answered your questions in court 31	SPARC asked you questions in court 31
SPARC did paperwork at court 31	SPARC asked about suicide and self harm at court 31
Vague memory of court 31	Used to being in court as been in before 31
SPARC offered hel with finances 31	SPARC helpful 31
SPARc asjed about housing issues 31	SPARC helped get detox meds sorted 31
Upset in court as first time in prison 31	Upset on first day but SPARC saw again the day after 31
SPARC followed up the next day 31	More able to focus the next day 31
SPARC as helpful 32	Impressed that SPARC helps to sort problems outside 32
LAT help on outside as well as inside 32	Didn't specifically know what SPARC was at first 32
Help sort business issues through use of telephone 32	Didn't expect prison so unprepared with business 32
Officer unhelpful to SPARC and making telephone calls 32	SPARC persevered until sorted 32

Things would not be sorted if weren;t for SPARC 32	Fortunate to get SPARC help 32
Lots of challenges in prison 33	SPARC by side to overcome challenges 33
SAme person in court and prison 33	Continuity of same person is good
Continuity stops things getting passed on differently 33	Bit lost about SPARC identity at first 33
Positive that SPARC share welfare concerns with officers 33	Car finance issues sorted by SPARC 34
SPARC helped contact employer 33	SPARC helped write formal letters 34
SPARC helped family 34	Couldn't sort issues without SPARC 34
Help partner with finances 34	SPARC helped sort first visit 34
Lack of understanding of processes when first came in 34	Upset when first came in 34
SPARC helped by doing things over and above their job 34	Coming to prison is routine for some 35
SPARC should be prioritised to people on first prison stay 35	Confidence in SPARC that they listen 35

Confidence in SPARC to do what they say they will 35	Trust that SPARC will do what they say 35
Feel like aburden when asking officers for something 36	SPARC don't mind helping 36
Sharing problems with SPARC helps 36	SPARC are kind 36
Pleased to work with SPARC 36	First time in prison is scary 36
Fear of unknown when first sentenced 36	No support given when in prison previously 36
Would have helped to have SPARC when came to prison the first time 36	SPARC helps overcome uncertainties 36
Expectation of prisoners to sort things on their own if no SPARC 37	Need help with things outside like housing and ETE 37
Action plans help because things are written down 37	Action plans help to keep focus and action 37
Action plans are professional 37	Professionalism leads to trust 37
SPARC/LAT are by your side 37	SPARC eases things 37
SPARC provides relief 37	Share problems with SPARC and makes feel better 37

Reliefassociated with SPARC helping with tings outside prison 38	Delays in phone credit on arrival 38
If SPARC didn;t contact my family, they wouldn't know I was in jail for while 38	Impacts on children if no one knows in prison 38
Some people choose not to rng parents 38	Referrals for debt support 38
Referrals for health services 38	SPARC helped with housing, finance and filling in forms 38
SPARC are there for you 38	Need to make it easier to contact SPARC 39
Time to get support delayed by apps system 39	SPARC can't be any better 39
Need more written info about SPARC on arrival 39	Takes time to realise SPARC are there to help 39
Need written info in the beginning 39	Priosn induction book is inaccurate 39
Stuff doesn't happen at the times stated in the induction book 39	Times are wrong in induction book 39
Feel more lost due to things being wrong in induction book 39	Hard to contact offender manager 41
SPARC come when they say 41	Course in induction book are not available 40

Need book of info about how to do everyday things 40	Need info on apps, post, contacting people and healthcare 40
Good that LAT help with release stuff too 40	Trust LAT 40
LAT stick to what they say 40	Need follow up support through duration of stay 40
Support needs to be actively offered 40	Lack of OMU contact 40
SPARC stick to promises 41	Uncertainty about when SPARC will see is stressful 41
SPARC will always see when asked to 41	SPARC support is quick in prison 41
Wouldn't get quick support if not for SPARC 41	SPARc as helpful 42
SPARC as more helpful than other things in prison 41	Feeling of releief when see SPARC 42
SPARC provide practical support once in prison 42	SPARC help contact employer 42
SPARC helped with visits 42	SPARC help with filling in forms 42
SParc go above and beyond 42	Comfortable talking to SPARC because they care 42

Need SPARC as a contact point for families 42	Hard for families to get information from prison 42
Priosn not supportive to families 42	No information about SPARC in court 42
Seen by PSARC inpriosn too 42	SPARC publicity in court needed 42
Need to be told about SPARC before sentencing 43	SPARC info needed especially if first time 43
Perception of violence in prison from TV 43	Prison still scary even if it's not the first time 43
Need more info about getting into 43	Video to watch in court useful 43
Video about prison tells you a lot 43	Need info before court 43
Need visual information to allow for literacy 43	Need more support to prisoners on the wings 43
Expectation by officers to know things 43	People get into trouble when they first come in as they don't know things 44
Expectation to know the rules straight away in prison 44	Infor about prison and tobacco from another prisoner helped 44
Infor given about borrowing, canteen and cash helped 44	Lack of info about canteen means people get into debt 44

Some other courts have different services 44	SPARC in all courts but should be same organisation 45
Easier to get things sorted if same organisation across the country 45	SPARC needed in reception 45
SPARC as trustworthy 45	SPARC as reliable 45
SPARC puts at ease 45	SPARC as helpful 45
SPARC as genuine 45	SPARC need own mailbox 46
Lack of trust in mailboxes 45	Better to have SPARC mailbox 46

Initial grouping and sub theme names

Fear	- Worry about losing home when first come to prison (1) - Worry about practicalities of finance and home when come in (1) - Not knowing what will happen if not been in before (4) - Fear even when expect to get custody (13) - Fear of unknown at court RE: how long in prison (13) - Fear of unknown RE: events and people (13) - Fear of unknown at court RE: location (13) - Fear of prison even when expecting it (13) - Fear of unknown RE: experience of cells (13) - Scared on first time in court due to not knowing what to expect (14) - Court is scary even when been in prison before (15) - Fear of prison when first got sentenced (15) - Fear of unknown RE: family (15) - Fear of family and relationship consequences from going to prison (15) - Fears about practicalities like housing and finances (17) - Scary coming to prison (17) - *Upset in court as first time in prison (31)* - *Vague memory of court (31)* - *Used to being in court as been in before (31)* - *Upset when first came in (34)* - *First time in prison is scary (36)* - *Fear of unknown when first sentenced (36)* - *Prison still scary even if its not the first time (43)* - *Perception of violence in prison from TV (43)* -

Problems in prison	- Lincoln is not up to date as a prison (7) - Lack of facilities = prison is behind times (7) - Facilities (TVs) old at Lincoln prison (7) - Have to adapt to new environment (13) - Early experience of cell = terrible and led to breakdown (13) - Bad cell conditions contributed to breakdown (18) - Don't get prison letters as should (22) - Resettlement support is too late (28) - Lack of courses in prison (30) - *Lack of OMU contact (40)* - *Course induction book not available (40)* - *Hard to contact offender Manager (41)*
Preparation for prison	- Solicitor advised not likely to get prison so not prepared (14) - Financial consequences if not prepared for prison (15) - Better prepared for prison makes it easier but still hard (16)
Information RE: leaflets, rules and language	- Don't know system when not been in before (1) - Expectation of new prisoners to know things (2) - Not knowing language makes prisoners feel lost (2) - New prisoners need address information to empower them to sort some things for themselves (2) - Pocket sized book of info (2) - Different language used in prison and new people don't know it (2) - Need small info book to tell about what can and cannot do (2) - Easier to get info in other prisons (3) - Hard to get simple information inside prison compared to outside (3) - Information about phone numbers for utilities and banks is needed (3) - Even when experienced prison, things still take time (17) - Trivial things become important in prison (20) - SPARC gave info on basic things (20) - Language difficulties can cause other problems (20) - Need info on rules straight away (20)

	- New prisoners need help with language (20) - Being given rules straight away = good (21) - Info is needed about who SPARC can help contact (21) - Need separate LAT booklet (23) - Lots of information at once when get to prison = hard to take in (24) - Need to publicise family and financial support (24) - Need another prisoner to explain rules and language (25) - Expectation of prisoners to know language and rules (25) - Unknown language in reception e,g 'the rule' (25) - Unfamiliar language used in reception e.g. VP (25) - Need separate LAT booklet to explain services (25) - Up to date induction booklet is needed (25) - Concern about discussing things with prisoners rather than staff (26) - Need help with language in prison (26) - Emphasis on giving information to new people (27) - Need written info in different languages on arrival (30) - *Lack of understanding of processes when first came in (34)* - *Stuff doesn't happen at time stated in the induction book (39)* - *Feel more lost due to things being wrong in the induction book (39)* - *Prison induction book is inaccurate (39)* - *Times are wrong in induction book (39)* - *Need written info in the beginning (39)* - *Need book of info about how to do everyday things (40)* - *Need info on apps, post, contacting people and healthcare (40)* - *Need visual information to allow for literacy (43)* - *Expectation by officers to know things (43)* - *People get into trouble when they first come in as they don't know things (44)* - *Info and tobacco from another prisoner helped (44)* - *Expectation to know rules straight away in prison (44)* - *Need more info about getting into (43)*

C

Prison debt	- getting money on canteen sorted at first is had (20) - Prison debt spirals due to lack of money initially (20) - Trading happens when first come in and leads to debt (26) - smokers packs put into immediate debt (26) - No explanations given of owing money for smokers pack (26) - Unknown language used RE: debt (26) - *Lack of info about canteen means people get into debt (44)* - *Info given about borrowing, canteen and cash helped (44)*
General applications and replies	- Advice needs to come from staff rather than prisoners (20) - Some prisoners in trusted positions given useful advice (21) - LAT Reps needed (26) - Prisoner Reps to go and see new people on arrival (26) - *Lots of challenges in prison (33)* - *Feel like a burden when asking officers for something (36)* - *Need to make is easier to contact SPARC (39)* - *Time to get support is delayed by the applications system (39)* - *Video about prison tells you a lot (43)* - *Need more support to prisoners on the wings (43)* - *Lack of trust in mailboxes (45)* - *SPARC need own mailbox (46)* - *Better to have SPARC mailbox (46)*
Help with official business	- Contacting bank can be an issue (2) - Phoning bank is needed over writing to them (2) - Internet used by officers to get info in other jails (3) - Sending official letters to creditors helps (10) - Official contact with creditors through SPARC (10) - SPARC can get further with agencies than family can (10) - No business phone calls is a barrier to sorting things (12) - No ability for prisoners to phone businesses (12) - Don't mind that phone calls to agencies would be supervised (12)

CI

	- Lincoln not up to date with practice of phoning agencies (12) - Can't use solicitors to contact banks due to costs (12) - Necessity for telephone calls to banks over letters (12) - Official letters make a lot of difference to addressing debt issues (19) - Official letters sent from SPARC were needed (19) - SPARC sending letters means own money goes further (20) - Official letters are needed for debts so prisoners can't sort their own debts (20) - Official letters sent to bailiffs to prove in prison (22) - Due to SPARC letter, allowed to pay mobile phone charges once out with no further charges added (22) - SPARC sent official letters to phone companies (22) - Need letters on headed paper (22) - *Officer unhelpful to SPARC and making telephone calls (32)*
Positive feelings associated with SPARC	- Providing information puts at ease (1) - Offer help = relief (2) - SPARC helped a lot in prison (3) - Grateful for lots of support from SPARC (9) - SPARC help has put at ease (10) - SPARC help has put mind at rest (10) - SPARC makes feel less alone (14) - SPARC as reassuring (29) - SPARC as a friendly face (29) - SPARC as helpful (29) - *Side by side to overcome challenges (33)* - *SPARC helpful (31, 32, 42, 45)* - *Fortunate to get SPARC help (32)* - *SPARC helps overcome uncertainties (36)* - *Pleased to work with SPARC (36)* - *Sharing problems with SPARC helps (36)* - *SPARC provides relief (37)*

	- *SPARC eases things (37)* - *Share problems with SPARC and makes feel better (37)* - *Expectation of prisoners to sort things out on their own if no SPARC (37)* - *SPARC/LAT are by your side (37)* - *SPARC are there for you (38)* - *Trust LAT (40)* - *Comfortable talking to SPARC because they care (42)* - *Feeling of relief when see SPARC (42)* - *SPARC as genuine (45)* - *SPARC as trustworthy (45)* - *SPARC puts at ease (45)* -
Health and welfare advocacy	- SPARC advocacy needed to get medication sorted (18) - Delay in getting medication on arrival in prison (18) - If healthcare messages are not passed on, wider consequences (18) - Lack of medication adds to an already stressful time (18) - Medication confiscated on arrival (18) - Interruption to meds takes time to get back in system again (18) - Need SPARC to advocate to access to healthcare faster (19) - *SPARC helped to get detox medication sorted (31)* - *SPARC asked about suicide and self-harm at court (31)* - *Positive that SPARC share welfare concerns with officers (33)* - *SPARC referrals for health services (38)*
Practicalities	- SPARC put hold on finances while in prison to prevent debt (1) - SPARC stopped from being homeless (1) - SPARC put housing benefit in place (1) - Prisoners can deal with the punishment but sorting the practicalities is hard (2) - Finances are an issue while in prison (2) - Support with a variety of finances (9) - SPARC got outstanding wages paid (3)

	- SPARC sorted financial issues (3, 8) - SPARC sorted utilities (8) - Expectation of courts to pay fines while in prison (9) - SPARC helped get court fines on hold until release (9) - Sorting finances meant prisoner kept home (9) - SPARC support meant belongings were saved (9) - Sorting finances and housing makes prison life easier (9) - Sorting issues means don't have to worry about release (9) - Sorting finances prevents people from coming out of prison in a worse situation than when went in (10) - Not getting into debt outside eases things (10) - Legal Aid = big debt issue (19) - SPARC support with debt was positive (19) - Various debts addressed including mobile (19) - Getting information about housing benefit relieved worries (21) - Practical information about housing benefit was good (21) - SPARC helped sort mobile contract so I can pay once out (22) - SPARC intervened to stop bailiffs sending letters (22) - SPARC dealt with financial issues regarding bailiffs chasing while in prison (22) - SPARC helps with debts (29) - *SPARC offered help with finances (31)* - *SPARC asked about housing issues (31)* - *Helped sort business issues through use of telephone (32)* - *Helped contact employer (33)* - *Car finance issues sorted by SPARC (34)* - *SPARC helped write formal letters (34)* - *SPARC helped housing, finance, and filling in forms (38)* - *Referrals for debt support (38)* - *SPARC helped contact employer (42)* - *SPARC help with filling in forms (42)*

CIV

	- *SPARC provide practical support once in prison (42)*
Initial family contact	- Family contacted the same day and given prison address (5) - Even if partner in court, still need information about location (5) - SPARC contacted family from court (5) - Information to family immediately meant letter received the day after arrival in prison (5) - Consequence of family being contacted by SPARC = letter and visits (6) - Immediate information given to family (6) - Contacting family by SPARC got "ball rolling" (6) - Important for family to get prison address to write letters (6) - Doesn't matter who contacts family, as long as someone tells them where you are (6) - Impact of no telephone call is long standing (6) - Help me, help my family (8) - SPARC helped feel at ease – less worried about family (9) - Need help in prison even when have family support (10) - Beneficial to have someone communicate what happens in court to family in community (15-16) - Frustration and worry result from lack of contact with family (16) - Not having family contact made both sides think relationship had broken down (16) - Impact of no contact with family is hardest thing (16) - Contacting families is helpful (16) - Families are punished too when there is no contact (17) - If knew PIN phone would take so long, would have asked SPARC to contact family (19) - People don't always tell their family they're in court (19) - Keeping in contact helps (28) - *SPARC helped sort first visit out (34)* - *Impacts on children if no one knows in prison (38)* - *Delays in phone credit on arrival (38)* - *If SPARC didn't contact my family, they wouldn't know I was in jail for a while (38)* - *SPARC helped with visits (42)* - *Prison not supportive to families (42)* - *Hard for families to get information from prison (42)*

Help me, help my family	- Getting practicalities like finances sorted impacted positively on family too (8) - Worry for family having to sort finances when come to prison (9) - Burden on family lifted through SPARC (9) - Not being married makes it hard for partners to advocate (10) - SPARC helped family sort financial problems (23) - Family can't always help with debt issues (19) - Stress and worry about family if not for SPARC debt support (22) - SPARC helped family sort debt (22) - Helping family lowers stress in prison (23) - SPARC helps families as well as prisoners (28) - SPARC eases family (29) - SPARC helps even when prisoners have people outside to help (30) - *SPARC helped family (34)* - *Help partner with finances (34)*
Wider support	- Group members ask about availability in all courts (5) - Can travel to court in other areas (5) - No continuity of SPARC when move to another area (5) - Need continuity of support if going court to court or prison to prison (5) - No continuity of SPARC when transfer (5) - Never seen agency in court in past (8) - No support when came in on first time (14) - No support in court in other areas (16) - Need to be there in reception (24) - Need someone independent in reception (24) - Support needed in all courts as everyone in same situation (27) - SPARC needed in all courts (27) - Support needed in reception (27) - Transfers in need help too (27) - Transfers not aware of LAT help (27) - *Would have helped to have SPARC when came in prison the first time (36)*

CVI

	- *No support given when in prison previously (36)* - *Need follow up support through duration of stay (40)* - *Some other courts have different services (44)* - *Easier to get things sorted if same organisation across the country (45)* - *SPARC in all courts but should be same organisation (45)* - *SPARC needed in reception (25, 45)*
Court to reception	- Short interaction but helpful (1) - Blocked out memory of court as not expecting prison (3) - Different experience depending on whether been in prison before or not (4) - Remembering officers sorting personal items after court (4) - Telephone call not received in reception (5) - Don't know what entitled to in reception (6) - Procedures explained at court e.g. reason for handcuffs (7) - Difference between help at court and abruptness in reception is hard (7) - Court is more pleasant than prison (7) - Nothing explained in prison, orders given (7) - quick and abrupt when no support agency in court (8) - Expect the worst at court (13) - Vivid memory of handcuffs at court (13) - Having handcuffs on for first time = traumatic (13) - Unpleasant at court (14) - seeing someone from SPARC improves the court experience (14) - Court and prison is normal due to number of times (14) - Lack of emotion from judge (15) - Feelings of judgement when in court (15) - Issue of not receiving telephone calls in reception has been addressed (17) - Don't know what entitled to when first arrive in prison (17) - Need someone in reception to help tell you what you are entitled to and help follow up (24) - Feel as though have nothing when arrive (24) - officers judge in reception (25)

	- *Coming to prison is routine for some (35)*
Publicity and information at court	- didn't know about SPARC before sentencing (5) - SPARC is needed as an information source for families too (16) - Families need to know about SPARC before court (16) - Families need support and information in court too (16) - Only knew about SPARC once in the system, need to know before (23) - Need to publicise that support is available in court (23) - SPARC publicity in court cells is needed (23) - Need advertise help for prisoners and family (23) - Need information in court to explain the support available (24) - *Need more written information about SPARC on arrival (39)* - *No information about SPARC in court (42)* - *SPARC publicity in court needed (42)* - *Need SPARC as a contact point for families (42)* - *Video to watch in court useful (43)* - *Need to be told about SPARC before sentencing (43)* - *Need info before court (43)* - *SPARC info needed especially if first time (43)*
SPARC identity in court	- Differentiate between SPARC and 'guard' (1) - Vague memory of court and SPARC (3) - Not familiar with SPARC from court (3) - Remember LAT as a whole rather than specific SPARC project (3) - See lots of people in court (4) - Pros and cons of moving to another room to see SPARC (4) - No separate distinction between SPARC and court staff (4) - Can't specifically remember SPARC (7) - Need to be made aware of help before sentencing (23) - Initially associate SPARC with prison then realise separate and helpful (29) - *SPARC did paperwork at court (31)* - *SPARC asked you questions in court (31)*

	- *SPARC answered your questions in court (31)* - *Didn't specifically know what SPARC was at first (32)* - *Bit lost about SPARC identity at first (33)* - *1st impression different to later portrayal of help (* - *Takes time to realise SPARC there to help (39)* - *Support needs to be actively offered (40)*
Vulnerabilities	- Vulnerable people find it harder to adapt than others (13) - Help should be prioritised for first time people (17) - Lack of stability in some people when they first come to prison (17) - More issues for vulnerable people (18) - Bank holidays are more difficult to access things in prison (18) - *SPARC should be prioritised to people on first prison stay (35)*
Action plans	- Writing things on action plans means it's not forgotten (29) - Having written action plans gives something to refer to (29) - *Action plans are professional (37)* - *Action plans keep focus and action (37)* - *Action plans help because things are written down (37)*
SPARC as a quality service	- Can contact SPARC through general app or ask SO to ring (11) - SPARC give proper help and listen to problems (14) - Humanistic approach (21) - SPARC provides individual needs led support (21) - SPARC knowledge gives unexpected good news (21) - Genuine concern and interest from SPARC (23) - Feel SPARC are there to help (23) - Differences between SPARC and officers is that SPARC listen (23) - SPARC assurance they will do their best (23) - SPARC understand and remember unlike some officers (24) - SPARC as non-judgemental (25) - Can't praise SPARC enough (26) - Can't praise enough (29)

	- SPARC do what they say they will (29) - SPARC stick to promises which leads to trust (29) - Doing feedback groups shows an interest in prisoner wants and needs (30) - Issues would not be sorted without SPARC (30) - SPARC as an asset to the prison (30) - *Things would not be sorted without SPARC (32)* - *SPARC persevered until sorted (32)* - *Couldn't sort issues without SPARC (34)* - *SPARC helped by doing things over and above their job (34)* - *Confidence in SPARC to do what they say they will (35)* - *Confidence in SPARC that they listen (35)* - *Trust that SPARC will do what they say (35)* - *SPARC don't mind helping (36)* - *SPARC are kind (36)* - *Professionalism leads to trust (37)* - *SPARC can't be better (39)* - *LAT stick to what they say (40)* - *SPARC support is quick in prison (41)* - *SPARC come when they say (41)* - *Wouldn't get quick support if not for SPARC (41)* - *Uncertainty about when SPARC will see is stressful (41)* - *SPARC more helpful than other things in prison (41)* - *SPARC stick to promises (41)* - *SPARC will always see when asked to (41)* - *SPARC go above and beyond (42)* - *SPARC as reliable (45)* -

CX

Immediacy, continuity and familiarity	- Immediate support (1) - Met SPARC immediately after sentencing (10) - Same person to support SPARC all the way = familiarity (10) - Get to know each other (prisoner and SPARC staff) (10) - Familiarity of SPARC in contrast to lack of familiarity in prison (11) - Continuity of SPARC is in contrast to lack of continuity in prison (11) - Don't like change, like continuity, makes more comfortable (11) - Continuity means not repeating self (11) - *SPARC followed up the next day (31)* - *More able to focus the next day (31)* - *Upset on first day but SPARC saw again the day after (31)* - *Continuity stops things getting passed on differently (33)* - *Continuity of same person is good (33)* - *Same person in court and prison (33)* - *Seen by SPARC in prison too (42)*
Release impact	- SPARC support meant could return home (1) - Idea of prison time making more trouble when released if not helped (9) - Don't have to worry about release, can concentrate on prison (10) - Weight off mind sorting finances (19) - Mobile phone providers respond differently (22) - Help inside impacts on life after prison (27) - Punishment doesn't stop after leaving if not helped on inside (27) - Hostels don't rehabilitate (28) - Risk of coming back to prison if leave with debt (28) - Without help with finances, things end up worse outside (28) - Request for SPARC to get involved with resettlement (28) - Release is a worrying transition too (28) - Resettlement not seeing people until last week (28) - Not hearing anything from resettlement is worrying (28) - Punishment should end after prison (28)

	- SPARC prevented homelessness and allowed to return home (30) - *LAT help outside as well as inside (32)* - *Impressed that SPARC helps sort problems outside (32)* - *Need help with things outside like housing and ETE (37)* - *Relief associated with SPARC helping things outside prison (38)* - *Good that LAT help with release stuff too (40)*

Focus group coding version 2

Fear	- Worry about losing home when first come to prison (1) - Worry about practicalities of finance and home when come in (1) - Not knowing what will happen if not been in before (4) - Fear even when expect to get custody (13) - Fear of unknown at court RE: how long in prison (13) - Fear of unknown RE: events and people (13) - Fear of unknown at court RE: location (13) - Fear of prison even when expecting it (13) - Fear of unknown RE: experience of cells (13) - Scared on first time in court due to not knowing what to expect (14) - Court is scary even when been in prison before (15) - Fear of prison when first got sentenced (15) - Fear of unknown RE: family (15) - Fear of family and relationship consequences from going to prison (15) - Fears about practicalities like housing and finances (17) - Scary coming to prison (17) - *Upset in court as first time in prison (31)* - *Vague memory of court (31)* - *Used to being in court as been in before (31)* - *Upset when first came in (34)* - *First time in prison is scary (36)* - *Fear of unknown when first sentenced (36)*

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	- Hard to get simple information inside prison compared to outside (3) - Information about phone numbers for utilities and banks is needed (3) - Even when experienced prison, things still take time (17) - Trivial things become important in prison (20) - SPARC gave info on basic things (20) - Info is needed about who SPARC can help contact (21) - Need separate LAT booklet (23) - Lots of information at once when get to prison = hard to take in (24) - Need to publicise family and financial support (24) - Need separate LAT booklet to explain services (25) - Up to date induction booklet is needed (25) - Concern about discussing things with prisoners rather than staff (26) - Emphasis on giving information to new people (27) - Need written info in different languages on arrival (30) - *Lack of understanding of processes when first came in (34)* - *Stuff doesn't happen at time stated in the induction book (39)* - *Feel more lost due to things being wrong in the induction book (39)* - *Prison induction book is inaccurate (39)* - *Times are wrong in induction book (39)* - *Need written info in the beginning (39)* - *Need book of info about how to do everyday things (40)* - *Need info on apps, post, contacting people and healthcare (40)* - *Need visual information to allow for literacy (43)* - *Expectation by officers to know things (43)* - *People get into trouble when they first come in as they don't know things (44)* - *Info and tobacco from another prisoner helped (44)* - *Expectation to know rules straight away in prison (44)* - *Need more info about getting into (43)*

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Help with official business	- Contacting bank can be an issue (2) - Phoning bank is needed over writing to them (2) - Internet used by officers to get info in other jails (3) - Sending official letters to creditors helps (10) - Official contact with creditors through SPARC (10) - SPARC can get further with agencies than family can (10) - No business phone calls is a barrier to sorting things (12)

	- No ability for prisoners to phone businesses (12) - Don't mind that phone calls to agencies would be supervised (12) - Lincoln not up to date with practice of phoning agencies (12) - Can't use solicitors to contact banks due to costs (12) - Necessity for telephone calls to banks over letters (12) - Official letters make a lot of difference to addressing debt issues (19) - Official letters sent from SPARC were needed (19) - SPARC sending letters means own money goes further (20) - Official letters are needed for debts so prisoners can't sort their own debts (20) - Official letters sent to bailiffs to prove in prison (22) - Due to SPARC letter, allowed to pay mobile phone charges once out with no further charges added (22) - SPARC sent official letters to phone companies (22) - Need letters on headed paper (22) - *Officer unhelpful to SPARC and making telephone calls (32)*
Positive feelings associated with SPARC	- Providing information puts at ease (1) - Offer help = relief (2) - SPARC helped a lot in prison (3) - Grateful for lots of support from SPARC (9) - SPARC help has put at ease (10) - SPARC help has put mind at rest (10) - SPARC makes feel less alone (14) - SPARC as reassuring (29) - SPARC as a friendly face (29) - SPARC as helpful (29) - *Side by side to overcome challenges (33)* - *SPARC helpful (31, 32, 42, 45)* - *Fortunate to get SPARC help (32)* - *SPARC helps overcome uncertainties (36)* - *Pleased to work with SPARC (36)* - *Sharing problems with SPARC helps (36)*

	- *SPARC provides relief (37)* - *SPARC eases things (37)* - *Share problems with SPARC and makes feel better (37)* - *Expectation of prisoners to sort things out on their own if no SPARC (37)* - *SPARC/LAT are by your side (37)* - *SPARC are there for you (38)* - *Trust LAT (40)* - *Comfortable talking to SPARC because they care (42)* - *Feeling of relief when see SPARC (42)* - *SPARC as genuine (45)* - *SPARC as trustworthy (45)* - *SPARC puts at ease (45)* -
Health and welfare advocacy	- SPARC advocacy needed to get medication sorted (18) - Delay in getting medication on arrival in prison (18) - If healthcare messages are not passed on, wider consequences (18) - Lack of medication adds to an already stressful time (18) - Medication confiscated on arrival (18) - Interruption to meds takes time to get back in system again (18) - Need SPARC to advocate to access to healthcare faster (19) - *SPARC helped to get detox medication sorted (31)* - *SPARC asked about suicide and self-harm at court (31)* - *Positive that SPARC share welfare concerns with officers (33)* - *SPARC referrals for health services (38)*
Practicalities	- SPARC put hold on finances while in prison to prevent debt (1) - SPARC stopped from being homeless (1) - SPARC put housing benefit in place (1) - Prisoners can deal with the punishment but sorting the practicalities is hard (2) - Finances are an issue while in prison (2) - Support with a variety of finances (9); SPARC sorted financial issues (3, 8)

	- SPARC got outstanding wages paid (3) - SPARC sorted utilities (8) - Expectation of courts to pay fines while in prison (9) - SPARC helped get court fines on hold until release (9) - Sorting finances meant prisoner kept home (9) - SPARC support meant belongings were saved (9) - Sorting finances and housing makes prison life easier (9) - Sorting finances prevents people from coming out of prison in a worse situation than when went in (10) - Not getting into debt outside eases things (10) - Legal Aid = big debt issue (19) - SPARC support with debt was positive (19) - Various debts addressed including mobile (19) - Getting information about housing benefit relieved worries (21) - Practical information about housing benefit was good (21) - SPARC helped sort mobile contract so I can pay once out (22) - SPARC intervened to stop bailiffs sending letters (22) - SPARC dealt with financial issues regarding bailiffs chasing while in prison (22) - SPARC helps with debts (29) - *SPARC offered help with finances (31)* - *SPARC asked about housing issues (31)* - *Helped sort business issues through use of telephone (32)* - *Helped contact employer (33)* - *Car finance issues sorted by SPARC (34)* - *SPARC helped write formal letters (34)* - *SPARC helped housing, finance, and filling in forms (38)* - *Referrals for debt support (38)* - *SPARC helped contact employer (42)* - *SPARC help with filling in forms (42)* - *SPARC provide practical support once in prison (42)*

Initial family contact	- Family contacted the same day and given prison address (5) - Even if partner in court, still need information about location (5) - SPARC contacted family from court (5) - Information to family immediately meant letter received the day after arrival in prison (5) - Consequence of family being contacted by SPARC = letter and visits (6) - Immediate information given to family (6) - Contacting family by SPARC got "ball rolling" (6) - Important for family to get prison address to write letters (6) - Doesn't matter who contacts family, as long as someone tells them where you are (6) - Impact of no telephone call is long standing (6) - Help me, help my family (8) - SPARC helped feel at ease – less worried about family (9) - Need help in prison even when have family support (10) - Beneficial to have someone communicate what happens in court to family in community (15-16) - Frustration and worry result from lack of contact with family (16) - Not having family contact made both sides think relationship had broken down (16) - Impact of no contact with family is hardest thing (16) - Contacting families is helpful (16) - Families are punished too when there is no contact (17) - If knew PIN phone would take so long, would have asked SPARC to contact family (19) - People don't always tell their family they're in court (19) - Keeping in contact helps (28) - *SPARC helped sort first visit out (34)* - *Impacts on children if no one knows in prison (38)* - *Delays in phone credit on arrival (38)* - *If SPARC didn't contact my family, they wouldn't know I was in jail for a while (38)* - *SPARC helped with visits (42)* - *Prison not supportive to families (42)* - *Hard for families to get information from prison (42)*

Help me, help my family	- Getting practicalities like finances sorted impacted positively on family too (8) - Worry for family having to sort finances when come to prison (9) - Burden on family lifted through SPARC (9) - Not being married makes it hard for partners to advocate (10) - SPARC helped family sort financial problems (23) - Family can't always help with debt issues (19) - Stress and worry about family if not for SPARC debt support (22) - SPARC helped family sort debt (22) - Helping family lowers stress in prison (23) - SPARC helps families as well as prisoners (28) - SPARC eases family (29) - SPARC helps even when prisoners have people outside to help (30) - *SPARC helped family (34)* - *Help partner with finances (34)*
Wider support	- Group members ask about availability in all courts (5) - Can travel to court in other areas (5) - No continuity of SPARC when move to another area (5) - Need continuity of support if going court to court or prison to prison (5) - No continuity of SPARC when transfer (5) - Never seen agency in court in past (8) - No support when came in on first time (14) - No support in court in other areas (16) - Need to be there in reception (24) - Need someone independent in reception (24) - Support needed in all courts as everyone in same situation (27) - SPARC needed in all courts (27) - Support needed in reception (27) - Transfers in need help too (27) - Transfers not aware of LAT help (27) - *Would have helped to have SPARC when came in prison the first time (36)*

	- *No support given when in prison previously (36)* - *Need follow up support through duration of stay (40)* - *Some other courts have different services (44)* - *Easier to get things sorted if same organisation across the country (45)* - *SPARC in all courts but should be same organisation (45)* - *SPARC needed in reception (25, 45)*
Court to reception	- Short interaction but helpful (1) - Blocked out memory of court as not expecting prison (3) - Different experience depending on whether been in prison before or not (4) - Remembering officers sorting personal items after court (4) - Telephone call not received in reception (5) - Don't know what entitled to in reception (6) - Procedures explained at court e.g. reason for handcuffs (7) - Difference between help at court and abruptness in reception is hard (7) - Court is more pleasant than prison (7) - Nothing explained in prison, orders given (7) - quick and abrupt when no support agency in court (8) - Expect the worst at court (13) - Vivid memory of handcuffs at court (13) - Having handcuffs on for first time = traumatic (13) - Unpleasant at court (14) - seeing someone from SPARC improves the court experience (14) - Court and prison is normal due to number of times (14) - Lack of emotion from judge (15) - Feelings of judgement when in court (15) - Issue of not receiving telephone calls in reception has been addressed (17) - Don't know what entitled to when first arrive in prison (17) - Need someone in reception to help tell you what you are entitled to and help follow up (24) - Feel as though have nothing when arrive (24) - officers judge in reception (25)

	- *Coming to prison is routine for some (35)*
Publicity and information at court	- didn't know about SPARC before sentencing (5) - SPARC is needed as an information source for families too (16) - Families need to know about SPARC before court (16) - Families need support and information in court too (16) - Only knew about SPARC once in the system, need to know before (23) - Need to publicise that support is available in court (23) - SPARC publicity in court cells is needed (23) - Need advertise help for prisoners and family (23) - Need information in court to explain the support available (24) - *Need more written information about SPARC on arrival (39)* - *No information about SPARC in court (42)* - *SPARC publicity in court needed (42)* - *Need SPARC as a contact point for families (42)* - *Video to watch in court useful (43)* - *Need to be told about SPARC before sentencing (43)* - *Need info before court (43)* - *SPARC info needed especially if first time (43)*
SPARC identity in court	- Differentiate between SPARC and 'guard' (1) - Vague memory of court and SPARC (3) - Not familiar with SPARC from court (3) - Remember LAT as a whole rather than specific SPARC project (3) - See lots of people in court (4) - Pros and cons of moving to another room to see SPARC (4) - No separate distinction between SPARC and court staff (4) - Can't specifically remember SPARC (7) - Need to be made aware of help before sentencing (23) - Initially associate SPARC with prison then realise separate and helpful (29) - *SPARC did paperwork at court (31)* - *SPARC asked you questions in court (31)*

	- *SPARC answered your questions in court (31)* - *Didn't specifically know what SPARC was at first (32)* - *Bit lost about SPARC identity at first (33)* - *1st impression different to later portrayal of help (* - *Takes time to realise SPARC there to help (39)* - *Support needs to be actively offered (40)*
Vulnerabilities	- Vulnerable people find it harder to adapt than others (13) - Help should be prioritised for first time people (17) - Lack of stability in some people when they first come to prison (17) - More issues for vulnerable people (18) - Bank holidays are more difficult to access things in prison (18) - *SPARC should be prioritised to people on first prison stay (35)*
Action plans	- Writing things on action plans means it's not forgotten (29) - Having written action plans gives something to refer to (29) - *Action plans are professional (37)* - *Action plans keep focus and action (37)* - *Action plans help because things are written down (37)*
SPARC as a quality service	- Can contact SPARC through general app or ask SO to ring (11) - SPARC give proper help and listen to problems (14) - Humanistic approach (21) - SPARC provides individual needs led support (21) - SPARC knowledge gives unexpected good news (21) - Genuine concern and interest from SPARC (23) - Feel SPARC are there to help (23) - Differences between SPARC and officers is that SPARC listen (23) - SPARC assurance they will do their best (23) - SPARC understand and remember unlike some officers (24) - SPARC as non-judgemental (25) - Can't praise SPARC enough (26) - Can't praise enough (29)

	- SPARC do what they say they will (29) - SPARC stick to promises which leads to trust (29) - Doing feedback groups shows an interest in prisoner wants and needs (30) - Issues would not be sorted without SPARC (30) - SPARC as an asset to the prison (30) - *Things would not be sorted without SPARC (32)* - *SPARC persevered until sorted (32)* - *Couldn't sort issues without SPARC (34)* - *SPARC helped by doing things over and above their job (34)* - *Confidence in SPARC to do what they say they will (35)* - *Confidence in SPARC that they listen (35)* - *Trust that SPARC will do what they say (35)* - *SPARC don't mind helping (36)* - *SPARC are kind (36)* - *Professionalism leads to trust (37)* - *SPARC can't be better (39)* - *LAT stick to what they say (40)* - *SPARC support is quick in prison (41)* - *SPARC come when they say (41)* - *Wouldn't get quick support if not for SPARC (41)* - *Uncertainty about when SPARC will see is stressful (41)* - *SPARC more helpful than other things in prison (41)* - *SPARC stick to promises (41)* - *SPARC will always see when asked to (41)* - *SPARC go above and beyond (42)* - *SPARC as reliable (45)* -

Immediacy, continuity and familiarity	- Immediate support (1) - Met SPARC immediately after sentencing (10) - Same person to support SPARC all the way = familiarity (10) - Get to know each other (prisoner and SPARC staff) (10) - Familiarity of SPARC in contrast to lack of familiarity in prison (11) - Continuity of SPARC is in contrast to lack of continuity in prison (11) - Don't like change, like continuity, makes more comfortable (11) - Continuity means not repeating self (11) - *SPARC followed up the next day (31)* - *More able to focus the next day (31)* - *Upset on first day but SPARC saw again the day after (31)* - *Continuity stops things getting passed on differently (33)* - *Continuity of same person is good (33)* - *Same person in court and prison (33)* - *Seen by SPARC in prison too (42)*
Release impact	- SPARC support meant could return home (1) - Idea of prison time making more trouble when released if not helped (9) - Sorting issues means don't have to worry about release (9) - Don't have to worry about release, can concentrate on prison (10) - Weight off mind sorting finances (19) - Mobile phone providers respond differently (22) - Help inside impacts on life after prison (27) - Punishment doesn't stop after leaving if not helped on inside (27) - Hostels don't rehabilitate (28) - Risk of coming back to prison if leave with debt (28) - Without help with finances, things end up worse outside (28) - Request for SPARC to get involved with resettlement (28) - Release is a worrying transition too (28) - Resettlement not seeing people until last week (28) - Not hearing anything from resettlement is worrying (28)

	- Resettlement support is too late (28) - Punishment should end after prison (28) - SPARC prevented homelessness and allowed to return home (30) - *LAT help outside as well as inside (32)* - *Impressed that SPARC helps sort problems outside (32)* - *Need help with things outside like housing and ETE (37)* - *Relief associated with SPARC helping things outside prison (38)* - *Good that LAT help with release stuff too (40)*

Turbulent Transitions into custody	**Uncertainty, Fears, Distress and trauma**	- Blocked out memory of court as not expecting prison (3) - Different experience depending on whether been in prison before or not (4) - Not knowing what will happen if not been in before (4) - Remembering officers sorting personal items after court (4) - Procedures explained at court e.g. reason for handcuffs (7) - Difference between help at court and abruptness in reception is hard (7) - Court is more pleasant than prison (7) - quick and abrupt when no support agency in court (8) - Expect the worst at court (13) - Vivid memory of handcuffs at court (13) - Having handcuffs on for first time = traumatic (13) - Fear even when expect to get custody (13) - Fear of unknown at court RE: how long in prison (13) - Fear of unknown RE: events and people (13) - Fear of unknown at court RE: location (13) - Fear of prison even when expecting it (13) - Fear of unknown RE: experience of cells (13) - Have to adapt to new environment (13) - Early experience of cell = terrible and led to breakdown (13); Bad cell conditions contributed to breakdown (18) - Scared on first time in court due to not knowing what to expect (14) - Unpleasant at court (14) - Court and prison is normal due to number of times (14) - Lack of emotion from judge (15) - Feelings of judgement when in court (15) - Court is scary even when been in prison before (15)

		- Fear of prison when first got sentenced (15) - Scary coming to prison (17) - *Upset in court as first time in prison (31)* - *Vague memory of court (31)* - *Used to being in court as been in before (31)* - *Upset when first came in (34)* - *First time in prison is scary (36)* - *Fear of unknown when first sentenced (36)* - *Prison still scary even if its not the first time (43)* - *Perception of violence in prison from TV (43)*
	Levels of preparation	- Solicitor advised not likely to get prison so not prepared (14) - Better prepared for prison makes it easier but still hard (16) - Vulnerable people find it harder to adapt than others (13) - Help should be prioritised for first time people (17) - Lack of stability in some people when they first come to prison (17) - Even when experienced prison, things still take time (17) - More issues for vulnerable people (18) - Bank holidays are more difficult to access things in prison (18) - *Coming to prison is routine for some (35)*
	Lack of information and unfamiliar language	- Don't know system when not been in before (1) - Expectation of new prisoners to know things (2); Expectation of prisoners to know language and rules (25) - Hard to get simple information inside prison compared to outside (3) - Information about phone numbers for utilities and banks is needed (3) - Pocket sized book of info (2) - Easier to get info in other prisons (3)

		- Not knowing language makes prisoners feel lost (2) - Different language used in prison and new people don't know it (2); Language difficulties can cause other problems (20); New prisoners need help with language (20); Need help with language in prison (26) - Don't know what entitled to in reception (6) - Nothing explained in prison, orders given (7) - Lincoln is not up to date as a prison (7) - Lack of facilities = prison is behind times (7); Facilities (TVs) old at Lincoln prison (7) - Trivial things become important in prison (20) - Advice needs to come from staff rather than prisoners (20) - Need another prisoner to explain rules and language (25) - Unknown language in reception e,g 'the rule' (25) - Unfamiliar language used in reception e.g. VP (25) - Need small info book to tell about what can and cannot do (2); Need info on rules straight away (20); Being given rules straight away = good (21) - Lots of information at once when get to prison = hard to take in (24) - Concern about discussing things with prisoners rather than staff (26) - Emphasis on giving information to new people (27) - Need written info in different languages on arrival (30) - *Lack of understanding of processes when first came in (34)* - *Stuff doesn't happen at time stated in the induction book (39)* - *Feel more lost due to things being wrong in the induction book (39)* - *Prison induction book is inaccurate (39);* - *Times are wrong in induction book (39)* - *Need written info in the beginning (39)* - *Need book of info about how to do everyday things (40)* - *Need info on apps, post, contacting people and healthcare (40)* - *Need visual information to allow for literacy (43)* - *Expectation by officers to know things (43)* - *People get into trouble when they first come in as they don't know things (44)* - *Info and tobacco from another prisoner helped (44)*

		- *Expectation to know rules straight away in prison (44)* - *Need more info about getting info (43)* - *Feel like a burden when asking officers for something (36)* - Don't know what entitled to when first arrive in prison (17) - Feel as though have nothing when arrive (24) - officers judge in reception (25) - Lack of courses in prison (30) - *Lack of OMU contact (40)* - *Course induction book not available (40)* - *Hard to contact offender Manager (41)* -
Practical challenges of prison and the impact of SPARC	**Debt and finances**	**Prison debt** - getting money on canteen sorted at first is had (20) - Prison debt spirals due to lack of money initially (20) - Trading happens when first come in and leads to debt (26) - smokers packs put into immediate debt (26) - No explanations given of owing money for smokers pack (26) - Unknown language used RE: debt (26) - *Lack of info about canteen means people get into debt (44)* - *Info given about borrowing, canteen and cash helped (44)* **debt and finances** - Financial consequences if not prepared for prison (15) - Worry about practicalities of finance and home when come in (1) - SPARC put hold on finances while in prison to prevent debt (1) - Fears about practicalities like housing and finances (17)

		- New prisoners need address information to empower them to sort some things for themselves (2) - Contacting bank can be an issue (2) - Phoning bank is needed over writing to them (2) - Sending official letters to creditors helps (10) - Official contact with creditors through SPARC (10) - Can't use solicitors to contact banks due to costs (12) - Necessity for telephone calls to banks over letters (12) - Official letters make a lot of difference to addressing debt issues (19) - Official letters sent from SPARC were needed (19) - SPARC sending letters means own money goes further (20) - Official letters are needed for debts so prisoners can't sort their own debts (20) - Official letters sent to bailiffs to prove in prison (22) - Due to SPARC letter, allowed to pay mobile phone charges once out with no further charges added (22) - SPARC sent official letters to phone companies (22) - Need letters on headed paper (22) - Finances are an issue while in prison (2) - Support with a variety of finances (9); SPARC sorted financial issues (3, 8) - SPARC got outstanding wages paid (3) - SPARC sorted utilities (8) - Expectation of courts to pay fines while in prison (9) - SPARC helped get court fines on hold until release (9) - Sorting finances meant prisoner kept home (9) - Sorting finances and housing makes prison life easier (9) - Not getting into debt outside eases things (10) - Legal Aid = big debt issue (19) - SPARC support with debt was positive (19) - Various debts addressed including mobile (19) - SPARC helped sort mobile contract so I can pay once out (22) - SPARC intervened to stop bailiffs sending letters (22) - SPARC dealt with financial issues regarding bailiffs chasing while in prison (22)

		- SPARC helps with debts (29) - *SPARC offered help with finances (31)* - *Referrals for debt support (38)* - Weight off mind sorting finances (19) - Mobile phone providers respond differently (22)
	Health and wellbeing	- SPARC advocacy needed to get medication sorted (18) - Delay in getting medication on arrival in prison (18) - If healthcare messages are not passed on, wider consequences (18) - Lack of medication adds to an already stressful time (18) - Medication confiscated on arrival (18) - Interruption to meds takes time to get back in system again (18) - Need SPARC to advocate to access to healthcare faster (19) - *SPARC helped to get detox medication sorted (31)* - *SPARC asked about suicide and self-harm at court (31)* - *Positive that SPARC share welfare concerns with officers (33)* *SPARC referrals for health services (38)*
	Accommodation and property	- SPARC stopped from being homeless (1) - SPARC put housing benefit in place (1) - Worry about losing home when first come to prison (1) - SPARC support meant could return home (1) - SPARC support meant belongings were saved (9) - Getting information about housing benefit relieved worries (21) - Practical information about housing benefit was good (21) - *SPARC asked about housing issues (31)* - SPARC prevented homelessness and allowed to return home (30)

	Family and relationships	- Family contacted the same day and given prison address (5) - Even if partner in court, still need information about location (5) - SPARC contacted family from court (5) - Information to family immediately meant letter received the day after arrival in prison (5) - Consequence of family being contacted by SPARC = letter and visits (6) - Immediate information given to family (6) - Contacting family by SPARC got "ball rolling" (6) - Important for family to get prison address to write letters (6) - Doesn't matter who contacts family, as long as someone tells them where you are (6) - Impact of no telephone call is long standing (6) - Help me, help my family (8) - Getting practicalities like finances sorted impacted positively on family too (8) - Worry for family having to sort finances when come to prison (9) - Burden on family lifted through SPARC (9) - SPARC helped feel at ease – less worried about family (9) - Need help in prison even when have family support (10) - Not being married makes it hard for partners to advocate (10) - Beneficial to have someone communicate what happens in court to family in community (15-16) - Fear of unknown RE: family (15) - Fear of family and relationship consequences from going to prison (15) - Frustration and worry result from lack of contact with family (16) - Not having family contact made both sides think relationship had broken down (16) - Impact of no contact with family is hardest thing (16) - Contacting families is helpful (16) - Families are punished too when there is no contact (17) - If knew PIN phone would take so long, would have asked SPARC to contact family (19) - People don't always tell their family they're in court (19)

		- Family can't always help with debt issues (19) - Stress and worry about family if not for SPARC debt support (22) - SPARC helped family sort debt (22) - Helping family lowers stress in prison (23) - SPARC helped family sort financial problems (23) - Keeping in contact helps (28) - *SPARC helped sort first visit out (34)* - *Impacts on children if no one knows in prison (38)* - *Delays in phone credit on arrival (38)* - *If SPARC didn't contact my family, they wouldn't know I was in jail for a while (38)* - *SPARC helped with visits (42)* - *Prison not supportive to families (42)* - *Hard for families to get information from prison (42)* - SPARC helps families as well as prisoners (28) - SPARC eases family (29) - SPARC helps even when prisoners have people outside to help (30) - *SPARC helped family (34)* - *Help partner with finances (34)* - Telephone call not received in reception (5) - Issue of not receiving telephone calls in reception has been addressed (17) - Don't get prison letters as should (22)
	Other official business and practicalities	- Internet used by officers to get info in other jails (3) - SPARC can get further with agencies than family can (10) - Prisoners can deal with the punishment but sorting the practicalities is hard (2) - No business phone calls is a barrier to sorting things (12) - No ability for prisoners to phone businesses (12) - Don't mind that phone calls to agencies would be supervised (12) - Lincoln not up to date with practice of phoning agencies (12) - *Officer unhelpful to SPARC and making telephone calls (32)*

		- *Helped sort business issues through use of telephone (32)* - *Helped contact employer (33)* - *Car finance issues sorted by SPARC (34)* - *SPARC helped write formal letters (34)* - *SPARC helped housing, finance, and filling in forms (38)* - *SPARC helped contact employer (42)* - *SPARC help with filling in forms (42)* - *SPARC provide practical support once in prison (42)* -
	Impact on release	- Idea of prison time making more trouble when released if not helped (9) - Sorting issues means don't have to worry about release (9) - Don't have to worry about release, can concentrate on prison (10) - Help inside impacts on life after prison (27) - Punishment doesn't stop after leaving if not helped on inside (27) - Hostels don't rehabilitate (28) - Risk of coming back to prison if leave with debt (28) - Without help with finances, things end up worse outside (28) - Request for SPARC to get involved with resettlement (28) - Release is a worrying transition too (28) - Resettlement not seeing people until last week (28) - Not hearing anything from resettlement is worrying (28) - Resettlement support is too late (28) - Punishment should end after prison (28) - *LAT help outside as well as inside (32)* - *Impressed that SPARC helps sort problems outside (32)* - *Need help with things outside like housing and ETE (37)* - *Relief associated with SPARC helping things outside prison (38)* - *Good that LAT help with release stuff too (40)* - Sorting finances prevents people from coming out of prison in a worse situation than when went in (10)

SPARC identity	**SPARC as a humanistic, trustworthy and accountable support service**	- Providing information puts at ease (1) - Offer help = relief (2) - SPARC helped a lot in prison (3) - Grateful for lots of support from SPARC (9) - SPARC help has put at ease (10) - SPARC help has put mind at rest (10) - SPARC makes feel less alone (14) - SPARC as reassuring (29) - SPARC as a friendly face (29) - SPARC as helpful (29) - *Side by side to overcome challenges (33)* - *SPARC helpful (31, 32, 42, 45)* - *Fortunate to get SPARC help (32)* - *SPARC helps overcome uncertainties (36)* - *Pleased to work with SPARC (36)* - *Sharing problems with SPARC helps (36)* - *SPARC provides relief (37)* - *SPARC eases things (37)* - *Share problems with SPARC and makes feel better (37)* - *Expectation of prisoners to sort things out on their own if no SPARC (37)* - *SPARC/LAT are by your side (37)* - *SPARC are there for you (38)* - *Trust LAT (40)* - seeing someone from SPARC improves the court experience (14) - *Comfortable talking to SPARC because they care (42)* - *Feeling of relief when see SPARC (42)* - *SPARC as genuine (45)* - *SPARC as trustworthy (45)* - *SPARC puts at ease (45)* - SPARC give proper help and listen to problems (14) - Humanistic approach (21) - SPARC provides individual needs led support (21)

		- SPARC knowledge gives unexpected good news (21) - Genuine concern and interest from SPARC (23) - Feel SPARC are there to help (23) - Differences between SPARC and officers is that SPARC listen (23) - SPARC assurance they will do their best (23) - SPARC understand and remember unlike some officers (24) - SPARC as non-judgemental (25) - Can't praise SPARC enough (26) - Can't praise enough (29) - SPARC do what they say they will (29) - SPARC stick to promises which leads to trust (29) - Doing feedback groups shows an interest in prisoner wants and needs (30) - Issues would not be sorted without SPARC (30) - SPARC as an asset to the prison (30) - *Things would not be sorted without SPARC (32)* - *SPARC persevered until sorted (32)* - *Couldn't sort issues without SPARC (34)* - *SPARC helped by doing things over and above their job (34)* - *Confidence in SPARC to do what they say they will (35)* - *Confidence in SPARC that they listen (35)* - *Trust that SPARC will do what they say (35)* - *SPARC don't mind helping (36)* - *SPARC are kind (36)* - *Professionalism leads to trust (37)* - *SPARC can't be better (39)* - *LAT stick to what they say (40)* - *SPARC support is quick in prison (41)* - *SPARC come when they say (41)* - *Wouldn't get quick support if not for SPARC (41)* - *Uncertainty about when SPARC will see is stressful (41)* - *SPARC more helpful than other things in prison (41)* - *SPARC stick to promises (41)*

		- *SPARC will always see when asked to (41)* - *SPARC go above and beyond (42)* - *SPARC as reliable (45)* - Can contact SPARC through general app or ask SO to ring (11) - Short interaction but helpful (1) - SPARC gave info on basic things (20) **action plans** - Writing things on action plans means it's not forgotten (29) - Having written action plans gives something to refer to (29) - *Action plans are professional (37)* - *Action plans keep focus and action (37)* - *Action plans help because things are written down (37)*
	Importance of immediacy and continuity factors of the SPARC service	- Immediate support (1) - Met SPARC immediately after sentencing (10) - Same person to support SPARC all the way = familiarity (10) - Get to know each other (prisoner and SPARC staff) (10) - Familiarity of SPARC in contrast to lack of familiarity in prison (11) - Continuity of SPARC is in contrast to lack of continuity in prison (11) - Don't like change, like continuity, makes more comfortable (11) - Continuity means not repeating self (11) - *SPARC followed up the next day (31)* - *More able to focus the next day (31)* - *Upset on first day but SPARC saw again the day after (31)* - *Continuity stops things getting passed on differently (33)* - *Continuity of same person is good (33)*

		- *Same person in court and prison (33)* - *Seen by SPARC in prison too (42)*
	SPARC identity at court	- Differentiate between SPARC and 'guard' (1) - Vague memory of court and SPARC (3) - Not familiar with SPARC from court (3) - Remember LAT as a whole rather than specific SPARC project (3) - See lots of people in court (4) - Pros and cons of moving to another room to see SPARC (4) - No separate distinction between SPARC and court staff (4) - Can't specifically remember SPARC (7) - Need to be made aware of help before sentencing (23) - Initially associate SPARC with prison then realise separate and helpful (29) - *SPARC did paperwork at court (31)* - *SPARC asked you questions in court (31)* - *SPARC answered your questions in court (31)* - *Didn't specifically know what SPARC was at first (32)* - *Bit lost about SPARC identity at first (33)* - *1st impression different to later portrayal of help (* - *Takes time to realise SPARC there to help (39)* - *Support needs to be actively offered (40)* - didn't know about SPARC before sentencing (5)
	Publicity needs	- SPARC is needed as an information source for families too (16) - Families need to know about SPARC before court (16) - Families need support and information in court too (16) - Only knew about SPARC once in the system, need to know before (23) - Need to publicise that support is available in court (23) - SPARC publicity in court cells is needed (23) - Need advertise help for prisoners and family (23) - Need information in court to explain the support available (24)

		- *Need more written information about SPARC on arrival (39)* - *No information about SPARC in court (42)* - *SPARC publicity in court needed (42)* - *Need SPARC as a contact point for families (42)* - *Video to watch in court useful (43)* - *Need to be told about SPARC before sentencing (43)* - *Need info before court (43)* - *SPARC info needed especially if first time (43)* - Info is needed about who SPARC can help contact (21) - Need separate LAT booklet (23) - Need to publicise family and financial support (24) - Need separate LAT booklet to explain services (25) - *Video about prison tells you a lot (43)* -
Future developments	**Wider SPARC delivery needed**	- Group members ask about availability in all courts (5) - Can travel to court in other areas (5) - No continuity of SPARC when move to another area (5) - Need continuity of support if going court to court or prison to prison (5) - No continuity of SPARC when transfer (5) - Never seen agency in court in past (8) - No support when came in on first time (14) - No support in court in other areas (16) - Need to be there in reception (24) - Need someone independent in reception (24) - Support needed in all courts as everyone in same situation (27) - SPARC needed in all courts (27) - Support needed in reception (27) - Transfers in need help too (27) - Transfers not aware of LAT help (27) - *Would have helped to have SPARC when came in prison the first time (36)* - *No support given when in prison previously (36)* - *Need follow up support through duration of stay (40)*

		- *Some other courts have different services (44)* - *Easier to get things sorted if same organisation across the country (45)* - *SPARC in all courts but should be same organisation (45)* - *SPARC needed in reception (25, 45)* - *SPARC should be prioritised to people on first prison stay (35)* - Need someone in reception to help tell you what you are entitled to and help follow up (24) -
	Additional improvements	- Some prisoners in trusted positions given useful advice (21) - LAT Reps needed (26) - Prisoner Reps to go and see new people on arrival (26) - *Lots of challenges in prison (33)* - *Need to make is easier to contact SPARC (39)* - *Time to get support is delayed by the applications system (39)* - *Need more support to prisoners on the wings (43)* - *Lack of trust in mailboxes (45)* - *SPARC need own mailbox (46)* - *Better to have SPARC mailbox (46)*

Focus groups coding version 4

Turbulent Transitions into custody	**Uncertainty, Fears, Distress and trauma**	- Blocked out memory of court as not expecting prison (3) - Different experience depending on whether been in prison before or not (4) - Not knowing what will happen if not been in before (4) - Remembering officers sorting personal items after court (4) - Procedures explained at court e.g. reason for handcuffs (7) - Difference between help at court and abruptness in reception is hard (7) - Court is more pleasant than prison (7) - quick and abrupt when no support agency in court (8) - Expect the worst at court (13) - Vivid memory of handcuffs at court (13) - Having handcuffs on for first time = traumatic (13) - Fear even when expect to get custody (13) - Fear of unknown at court RE: how long in prison (13) - Fear of unknown RE: events and people (13) - Fear of unknown at court RE: location (13) - Fear of prison even when expecting it (13) - Fear of unknown RE: experience of cells (13) - Have to adapt to new environment (13) - Early experience of cell = terrible and led to breakdown (13); Bad cell conditions contributed to breakdown (18) - Unpleasant at court (14) - Lack of emotion from judge (15) - Feelings of judgement when in court (15) - Court is scary even when been in prison before (15)

		- Fear of prison when first got sentenced (15) - *Vague memory of court (31)* - *Fear of unknown when first sentenced (36)* - *Perception of violence in prison from TV (43)*
	Levels of preparation	- Solicitor advised not likely to get prison so not prepared (14) - Better prepared for prison makes it easier but still hard (16) - Vulnerable people find it harder to adapt than others (13) - Scared on first time in court due to not knowing what to expect (14) - Court and prison is normal due to number of times (14) - Help should be prioritised for first time people (17) - Financial consequences if not prepared for prison (15) - Lack of stability in some people when they first come to prison (17) - Even when experienced prison, things still take time (17) - More issues for vulnerable people (18) - Bank holidays are more difficult to access things in prison (18) - *Upset in court as first time in prison (31)* - *Used to being in court as been in before (31)* - *Upset when first came in (34)* - *First time in prison is scary (36)* - *Prison still scary even if its not the first time (43)* - *Coming to prison is routine for some (35)*
	Lack of information and unfamiliar language	- Don't know system when not been in before (1) - Expectation of new prisoners to know things (2); Expectation of prisoners to know language and rules (25)

		- Hard to get simple information inside prison compared to outside (3) - Information about phone numbers for utilities and banks is needed (3) - Pocket sized book of info (2) - Easier to get info in other prisons (3) - Not knowing language makes prisoners feel lost (2) - Different language used in prison and new people don't know it (2); Language difficulties can cause other problems (20); New prisoners need help with language (20); Need help with language in prison (26) - Don't know what entitled to in reception (6) - Nothing explained in prison, orders given (7) - Lincoln is not up to date as a prison (7) - Lack of facilities = prison is behind times (7); Facilities (TVs) old at Lincoln prison (7) - Trivial things become important in prison (20) - Advice needs to come from staff rather than prisoners (20) - Need another prisoner to explain rules and language (25) - Unknown language in reception e,g 'the rule' (25) - Unfamiliar language used in reception e.g. VP (25) - Need small info book to tell about what can and cannot do (2); Need info on rules straight away (20); Being given rules straight away = good (21) - Lots of information at once when get to prison = hard to take in (24) - Concern about discussing things with prisoners rather than staff (26) - Emphasis on giving information to new people (27) - Need written info in different languages on arrival (30) - *Lack of understanding of processes when first came in (34)* - *Stuff doesn't happen at time stated in the induction book (39)*

		- *Feel more lost due to things being wrong in the induction book (39)* - *Prison induction book is inaccurate (39);* - *Times are wrong in induction book (39)* - *Need written info in the beginning (39)* - *Need book of info about how to do everyday things (40)* - *Need info on apps, post, contacting people and healthcare (40)* - *Need visual information to allow for literacy (43)* - *Expectation by officers to know things (43)* - *People get into trouble when they first come in as they don't know things (44)* - *Info and tobacco from another prisoner helped (44)* - *Expectation to know rules straight away in prison (44)* - *Need more info about getting info (43)* - Don't know what entitled to when first arrive in prison (17) - Feel as though have nothing when arrive (24) - officers judge in reception (25) - Lack of courses in prison (30) - *Lack of OMU contact (40)* - *Course induction book not available (40)* - *Hard to contact offender Manager (41)* **Prison debt** - getting money on canteen sorted at first is had (20) - Prison debt spirals due to lack of money initially (20) - Trading happens when first come in and leads to debt (26) - smokers packs put into immediate debt (26) - No explanations given of owing money for smokers pack (26) - Unknown language used RE: debt (26) - *Lack of info about canteen means people get into debt (44)* - *Info given about borrowing, canteen and cash helped (44)*

Practical challenges of prison and the impact of SPARC	**Debt and finances**	**debt and finances** - Worry about practicalities of finance and home when come in (1) - SPARC put hold on finances while in prison to prevent debt (1) - Fears about practicalities like housing and finances (17) - New prisoners need address information to empower them to sort some things for themselves (2) - Contacting bank can be an issue (2) - Phoning bank is needed over writing to them (2) - Sending official letters to creditors helps (10) - Official contact with creditors through SPARC (10) - Can't use solicitors to contact banks due to costs (12) - Necessity for telephone calls to banks over letters (12) - Official letters make a lot of difference to addressing debt issues (19) - Official letters sent from SPARC were needed (19) - SPARC sending letters means own money goes further (20) - Official letters are needed for debts so prisoners can't sort their own debts (20) - Official letters sent to bailiffs to prove in prison (22) - Due to SPARC letter, allowed to pay mobile phone charges once out with no further charges added (22) - SPARC sent official letters to phone companies (22)

		- Need letters on headed paper (22) - Finances are an issue while in prison (2) - Support with a variety of finances (9); SPARC sorted financial issues (3, 8) - SPARC got outstanding wages paid (3) - SPARC sorted utilities (8) - Expectation of courts to pay fines while in prison (9) - SPARC helped get court fines on hold until release (9) - Sorting finances meant prisoner kept home (9) - Sorting finances and housing makes prison life easier (9) - Not getting into debt outside eases things (10) - Need help in prison even when have family support (10) - Not being married makes it hard for partners to advocate (10) - Legal Aid = big debt issue (19) - SPARC support with debt was positive (19) - Various debts addressed including mobile (19) - SPARC helped sort mobile contract so I can pay once out (22) - SPARC intervened to stop bailiffs sending letters (22) - SPARC dealt with financial issues regarding bailiffs chasing while in prison (22) - SPARC helps with debts (29) - *SPARC offered help with finances (31)* - *Referrals for debt support (38)* - Weight off mind sorting finances (19) - Mobile phone providers respond differently (22) **Accommodation** - SPARC stopped from being homeless (1) - SPARC put housing benefit in place (1) - Worry about losing home when first come to prison (1) - SPARC support meant could return home (1) - SPARC support meant belongings were saved (9)

		- Getting information about housing benefit relieved worries (21) - Practical information about housing benefit was good (21) - *SPARC asked about housing issues (31)* - SPARC prevented homelessness and allowed to return home (30) **Other official business and practicalities** - Internet used by officers to get info in other jails (3) - SPARC can get further with agencies than family can (10) - Prisoners can deal with the punishment but sorting the practicalities is hard (2) - No business phone calls is a barrier to sorting things (12) - No ability for prisoners to phone businesses (12) - Don't mind that phone calls to agencies would be supervised (12) - Lincoln not up to date with practice of phoning agencies (12) - *Officer unhelpful to SPARC and making telephone calls (32)* - *Helped sort business issues through use of telephone (32)* - *Helped contact employer (34)* - *Car finance issues sorted by SPARC (34)* - *SPARC helped write formal letters (34)* - *SPARC helped housing, finance, and filling in forms (38)* - *SPARC helped contact employer (42)* - *SPARC help with filling in forms (42)* - *SPARC provide practical support once in prison (42)* - -
	Health and wellbeing	- SPARC advocacy needed to get medication sorted (18) - Delay in getting medication on arrival in prison (18) - If healthcare messages are not passed on, wider consequences (18)

		- Lack of medication adds to an already stressful time (18) - Medication confiscated on arrival (18) - Interruption to meds takes time to get back in system again (18) - Need SPARC to advocate to access to healthcare faster (19) - *SPARC helped to get detox medication sorted (31)* - *SPARC asked about suicide and self-harm at court (31)* - *Positive that SPARC share welfare concerns with officers (33)* *SPARC referrals for health services (38)*
	Family and relationships	- Family contacted the same day and given prison address (5) - Even if partner in court, still need information about location (5) - SPARC contacted family from court (5) - Information to family immediately meant letter received the day after arrival in prison (5) - Consequence of family being contacted by SPARC = letter and visits (6) - Immediate information given to family (6) - Contacting family by SPARC got "ball rolling" (6) - Important for family to get prison address to write letters (6) - Doesn't matter who contacts family, as long as someone tells them where you are (6) - Impact of no telephone call is long standing (6) - Help me, help my family (8) - Getting practicalities like finances sorted impacted positively on family too (8) - Worry for family having to sort finances when come to prison (9) - Burden on family lifted through SPARC (9) - SPARC helped feel at ease – less worried about family (9)

CL

		- Beneficial to have someone communicate what happens in court to family in community (15-16) - Fear of unknown RE: family (15) - Fear of family and relationship consequences from going to prison (15) - Frustration and worry result from lack of contact with family (16) - Not having family contact made both sides think relationship had broken down (16) - Impact of no contact with family is hardest thing (16) - Contacting families is helpful (16) - Families are punished too when there is no contact (17) - If knew PIN phone would take so long, would have asked SPARC to contact family (19) - People don't always tell their family they're in court (19) - Family can't always help with debt issues (19) - Stress and worry about family if not for SPARC debt support (22) - SPARC helped family sort debt (22) - Helping family lowers stress in prison (23) - SPARC helped family sort financial problems (23) - Keeping in contact helps (28) - *SPARC helped sort first visit out (34)* - *Impacts on children if no one knows in prison (38)* - *Delays in phone credit on arrival (38)* - *If SPARC didn't contact my family, they wouldn't know I was in jail for a while (38)* - *SPARC helped with visits (42)* - *Prison not supportive to families (42)* - *Hard for families to get information from prison (42)* - SPARC helps families as well as prisoners (28) - SPARC eases family (29)

CLI

		- SPARC helps even when prisoners have people outside to help (30) - *SPARC helped family (34)* - *Help partner with finances (34)* - Telephone call not received in reception (5) - Issue of not receiving telephone calls in reception has been addressed (17) - Don't get prison letters as should (22)
	Impact on release	- Idea of prison time making more trouble when released if not helped (9) - Sorting issues means don't have to worry about release (9) - Don't have to worry about release, can concentrate on prison (10) - Help inside impacts on life after prison (27) - Punishment doesn't stop after leaving if not helped on inside (27) - Hostels don't rehabilitate (28) - Risk of coming back to prison if leave with debt (28) - Without help with finances, things end up worse outside (28) - Request for SPARC to get involved with resettlement (28) - Release is a worrying transition too (28) - Resettlement not seeing people until last week (28) - Not hearing anything from resettlement is worrying (28) - Resettlement support is too late (28) - Punishment should end after prison (28) - *LAT help outside as well as inside (32)* - *Impressed that SPARC helps sort problems outside (32)* - *Need help with things outside like housing and ETE (37)* - *Good that LAT help with release stuff too (40)*

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CLV

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